

Total Pages : 5

Roll. No. :

Examination Session June-2022

(First Semester)

CVEOM / DVEOM-101

C. Voc. / D. Voc.

(Soft Skill & E-Office Management)

[Communication Skills – English]

Time : 2 Hours]

[Max. Marks : 100

Note : This paper is of hundred (100) marks divided into two (02) sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

SECTION—A

(Long Answer Type Questions)

Note : Section 'A' contains Five (05) long answer type questions of Twenty Six (26) marks each. Learners are required to answer any Two (02) questions only.

$$2 \times 26 = 52$$

1. (a) Define Communication and explain its process. 9
(b) Write a note on the different categories or types of Communication. 9
(c) Why must communication barriers be solved for effective communication ? 8
2. (a) Briefly describe the different types of Non-verbal communication. 9
(b) Write a short note on the elements of communication. 9
(c) Explain the process of listening. 8

- (b) What are the different ways by which you can improve your comprehension skills ? 6
5. (a) What is a paragraph ? Briefly discuss the structure of a paragraph. 6
(b) Discuss the Do's and Don'ts of writing a formal letter. 6
6. (a) Mention the steps to be followed while drafting a proposal. 6
(b) Define the structure of the report in bullet points. 6
7. (a) Write a short note on Curriculum Vitae. 6
(b) Explain the importance of active listening while making a telephonic call. 6
8. (a) Telephone and E-mail Etiquette plays an important role in our business. Explain. 6
(b) What are the different types of interviews ? 6

3. (a) Describe Skimming and Scanning method of reading with examples. 9
- (b) Elucidate the various types of writing. 9
- (c) Identify the importance of writing skills. 8
4. (a) How is a paragraph structured ? What steps should be taken for writing a paragraph ? 9
- (b) Explain various types of proposals. Also, discuss the types of business proposals. 9
- (c) What are the essential stages of writing a report ? 8
5. (a) Discuss the parts of a formal letter. 9
- (b) Telephone and E-mail Etiquette plays an important role in our business. Explain. 9
- (c) Write a letter to your friend inviting him/her to spend his/her vacation with you. 8

3. (a) Describe Skimming and Scanning method of reading with examples. 9
- (b) Elucidate the various types of writing. 9
- (c) Identify the importance of writing skills. 8
4. (a) How is a paragraph structured ? What steps should be taken for writing a paragraph ? 9
- (b) Explain various types of proposals. Also, discuss the types of business proposals. 9
- (c) What are the essential stages of writing a report ? 8
5. (a) Discuss the parts of a formal letter. 9
- (b) Telephone and E-mail Etiquette plays an important role in our business. Explain. 9
- (c) Write a letter to your friend inviting him/her to spend his/her vacation with you. 8

SECTION—B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of Twelve (12) marks each. Learners are required to answer any four (04) questions only.

$$4 \times 12 = 48$$

1. (a) What is the need for effective communication ? 6
(b) Write a short note on Upward and Downward Communication. 6
2. (a) Briefly discuss 'silence' as an important non-verbal communication. 6
(b) Discuss the process of listening. 6
3. (a) What is difference between Sympathetic listening and Empathetic Listening ? 6
(b) Mention few strategies to listen effectively. 6
4. (a) Define topic sentence and its types. 6

SECTION—B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of Twelve (12) marks each. Learners are required to answer any four (04) questions only.

$$4 \times 12 = 48$$

1. (a) What is the need for effective communication ? 6
(b) Write a short note on Upward and Downward Communication. 6
2. (a) Briefly discuss 'silence' as an important non-verbal communication. 6
(b) Discuss the process of listening. 6
3. (a) What is difference between Sympathetic listening and Empathetic Listening ? 6
(b) Mention few strategies to listen effectively. 6
4. (a) Define topic sentence and its types. 6