

(Duration: 2 Hours)

Total Marks: 40

- N.B: 1. Question No.1 is compulsory.  
2. Attempt Any three from the remaining five questions.  
3. Figures to the right indicate marks.  
4. Answer to all questions should be attempted and grouped together.
- Q.1 A. While giving professional presentation, which types of verbal and non verbal communication will be applied? Explain. (4)
- B. Identify the barriers from any two situations and briefly state how to overcome them. (6)
- i) The well prepared and delivered speech was not understood by people in the village  
ii) An employee is not able to convince the boss to get pre-sanction the leave  
iii) Audience is unable to listen clearly the voice of an orator during the rally
- Q. 2 A. Write a short note on objectives of communication. (3)
- B. Classify the following instructions as Caution, Precaution, Warning & Note. (2)
1. Do not expose to the medicine to direct sunlight.  
2. Avoid smoking  
3. Wear Hand gloves  
4. Fill in the entries carefully
- C. Explain 'You Attitude' in business communication. (3)
- D. Explain merits of oral communication. (2)
- Q.3 A. Write short note on Seven Cs in business letter. (3)
- B. Any two types of barriers in communication. (2)
- C. Explain 'The Importance of Body Language in Communication'. (3)
- D. 'Silence speaks louder than words' Explain. (2)
- Q.4 A. Choose the useful app for an android mobile and give instructions to download and operate the same. (5)
- B. You are the Branch Manager of "A1 Groups of Companies", Nagpur. You want to set up a new branch office in Kolkata. Place an order for office furniture to "Wooden Rock Planet Pvt Ltd", Mumbai. (5)

- Q.5 A. Write short note on SQ3R technique in reading (2)  
B. Proteomics and its impact on communication at workplace (3)  
C. Write short Notes on Complete Block Format with Layout (2)  
D. Write short note on the importance of grammar and vocabulary in the language skills (3)

- Q.6 A. One word substitution (2)  
1. One who loves mankind  
2. One who looks positive side of every problem  
3. One who eats human flesh  
4. One who speaks more languages

B. Write a detailed note on the Communication Process with diagrammatic representation. Mention the details of the elements in communication process with a suitable example. (3)

C. Read the passage carefully and write the correct answer of the questions asked below the passage.

Many people believe that science and religion are contrary to each other. But his notation is wrong. As a matter of fact, both are correlated to each other. There is no doubt that the method of science and religion are different. The method of science is observation, experimentation and experience. Science takes it recourse to progressive march towards perfection. The rules of religion are faith, intuition and spoken word of the enlightened. In general, while science is inclined towards reason and rationality, spiritualism is the essence of religion.

In earlier times when man appeared on Earth, he was over-awed at the sight of violent and powerful aspects of nature. In certain cases, the usefulness of different natural objects of nature overwhelmed man. Thus began the worship of forces of nature — fire, the sun, the rivers, the rocks, the trees, the snakes etc. The holy scriptures were written by those who had developed harmony between external nature and their inner self. Their objective was to ennoble, elevate and liberate the human spirit and mind. But the priestly class took upon itself the monopoly of scriptural knowledge and interpretation to its own advantage.

Thus, the entire human race was in chains. Truth was flouted and progressive, liberal and truthful ideas or ideas expressing doubt and skepticism were suppressed and their holders punished. It was in these trying circumstances the science emerged as a savior of mankind. But its path was not smooth and safe. The scientists and free thinkers were tortured. This was the fate of Copernicus, Galileo, Bruno and others. But side by side science gained ground.

1. What is the reason for man worship the forces of nature? (1)
2. According to the passage what is the difference between science and religion? (1)
3. What was the objective of the authors of the holy scriptures? (1)
4. According to the passage, at present juncture there is a need to: (1)
5. Why it is said in the passage that, “science emerged as a saviour of mankind”? (1)

\*\*\*\*\*