



RAN - 1901000103010002

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**S.Y.B.A. (Sem. III) Examination October - 2023**

**Written and Spoken Communication Skills**

**Time: 2 Hours ]**

**[ Total Marks: 50**

**सूचना : / Instructions**

(१)

नीचे दशविवेक निशानीवाणी विगतो उत्तरवली पर अवश्य लपववी.  
**Fill up strictly the details of signs on your answer book**

Name of the Examination:

☛ **S.Y.B.A. (Sem. III)**

Name of the Subject :

☛ **Written and Spoken Communication Skills**

Subject Code No.: **1901000103010002**

Seat No.:

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Student's Signature

(2) Marks of each question are indicated on right side.

**Q-1 Short Questions (Any five)**

**(10)**

- (1) How is listening different from hearing?
- (2) What are the skills required to work in a team?
- (3) What does emotion mean?
- (4) Why do employers prefer assertive candidates?
- (5) How will you deal with difficult customers or clients?
- (6) When a team is divided on certain issues, how will you bring about unity among team members?
- (7) What opportunities are given to employees to improve their skills and abilities?

**Q-2 (A) Write dialogue on the situation given below. (Any one)**

**(07)**

1. The phone rings at 108 for help.
2. Ritesh asks his brother where he can find a stationary shop.

**Q-2 (B)** You may have known about people who were forced to quit their jobs. (07)  
In 250 words, write about one person how he or she coped with  
the Situation.

**OR**

Choose any one game and write about how teams or groups contribute (07)  
to the success of the program in 250 words.

**Q-3 (A)** Write a Book Review of any book which you have read recently. (08)

**OR**

Write a Film Review on Bollywood movie, which you have watched (08)  
recently and the script, characterisation, direction was impressive to you.

**Q-3 (B)** Your college organised 'The World Environment Day Celebration'. (08)  
Prepare a media report on it.

**OR**

Write a progress report of Mobile phone production of a company. (08)

**Q-4 Do as directed.** (10)

- (a) He has to pay maintenance to his ..... (Employ-add suffix)
- (b) It's..... to feel nervous before an interview. (Nature-add suffix).
- (c) When I entered the bank, I was *nervous*. (Rewrite the sentence using the  
adverbial form of the word in italics)
- (d) The meaning of 'triumph' is..... ('to lose' or 'to win')
- (e) Use the suitable prefix with the word 'known' .....
- (f) Take- Took- Taken (It is Regular verb or Irregular verb)
- (g) The book is mine forever. (Find the pronoun)
- (h) Leacock looked at the clerks..... (Fill in the blank with the  
adverb form of 'shy')
- (i) Rohan finishes ..... work every day. (him or his)
- (j) Strength (Make a verb by using appropriate suffix)

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