



RAN - 2003000205010002

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T.Y.B.Sc. Set-I (Sem. V) Examination March - 2023

Written & Spoken Communication

Foundation Course in English

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:

T.Y.B.Sc. Set-I (Sem. V)

Name of the Subject :

Written & Spoken Communication Foundation Course in English

Subject Code No.: **2003000205010002**

Seat No.:

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Student's Signature

Q. 1 Answer any five of the following.

10

1. What kind of role do you think one's self-esteem plays in the workplace?
2. How is empathy different from sympathy?
3. Why is good self-esteem important for personal growth?
4. Why do you think we need to be comfortable with the multicultural milieus today?
5. Explain the customer relations skills with reference to this Chinese proverb: "A man without a smiling face must not open a shop."
6. Why cannot any company afford to disregard its customers for any reason whatsoever?
7. Do you think this adage/saying tells all about the cross-cultural communication skills? - "The stranger sees only what he knows." (African)

Q. 2 (A) You stayed in a hotel for a couple of days. But you had to put up with some inconvenience. You complain to the hotel manager about the bad service. Draft the dialogue.

07

OR

The three friends Suresh, Ramesh and Paresh meet after many years. They remember with pleasure the days they spent together as children. Write the conversation.

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[1]

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(B) Attempt any one of the following: 07

1. Narrate in about 400-500 words on your experience, either positive or negative, when you needed a service from an office or organization. It could be anything from applying for a passport or licence to ordering food from a restaurant. Try and assess the situation both as a customer and as an employee of that organization.
2. Death is not the only harsh incident that can jolt one into a sense of empathy. There may be other incidents in one's life, positive or negative, that have caused to feel empathy. Could you narrate any such incident in around 400-500 words?

Q. 3 (A) Draft a questionnaire on any one. 09

1. Student's participation in Sports at college level
2. Saving habits of the Indian people

(B) Write the script of the group discussion on any one of the following topics. 09

1. The apex court's decision to allow the Muslim girls to wear the hijab at the educational institutes.
2. One should do extra work to meet the demands of job at the workplace and do more than what is necessary. It always works in one's favour if one goes and extra mile.

Q. 4 Write the meanings and make sentences by using following phrasal verbs and idioms - 04

(A) Idioms : (Any two)

1. Tip of the iceberg
2. Sit on the fence
3. Cloud nine
4. A short fuse

(B) Phrasal verbs : (any two) 04

1. Figure out
2. Accustom to
3. Hand over
4. Stand up