

1903000203010002/1903001103010002/1903030103010002
EXAMINATION NOVEMBER 2024
BACHELOR OF SCIENCE (NON-NEP) (THIRD SEMESTER)
WRITTEN AND SPOKEN COMMUNICATION - LEVEL 1

[Time: As Per Schedule]

[Max. Marks: 50]

Instructions:

1. Fill up strictly the following details on your answer book
 - a. Name of the Examination : **BACHELOR OF SCIENCE (NON-NEP) (THIRD SEMESTER)**
 - b. Name of the Subject : **WRITTEN AND SPOKEN COMMUNICATION - LEVEL 1**
 - c. Subject Code No : **1903000203010002 / 1903001103010002 / 1903030103010002**
2. Sketch neat and labelled diagram wherever necessary.
3. Figures to the right indicate full marks of the question.
4. All questions are compulsory.

Seat No:

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Student's Signature

Q.1 Answer the following questions in brief. (Any five)

10

- 1) How does listening help in developing good relations with people?
- 2) Why is it important to listen to our customers and clients?
- 3) What is a team? Give suitable definition.
- 4) What are the skills required to work in a team?
- 5) Why do employers give importance to the emotional intelligence of their employees?
- 6) What is the right way to deal with difficult customers or clients?
- 7) What are the characteristics of an assertive person?

Q.2 A) Attempt any one of the following.

7

- a) Imagine a situation where a tourist is calling at a hotel to confirm his reservations and the receptionist of the hotel confirms the same along with dates. Develop suitable dialogues between the two.

- b) Mr. Anish Jain goes to his manager, Mr. Shah, with a request for a month's leave. Develop suitable conversation between the two.

B) Attempt any one of the following.

7

- a) Narrate an experience or an event where you have witnessed the importance of team work. Choose an event and write about how teams, groups, and committees contribute to the success of the programme.
- b) Narrate an incident where as a young girl/boy you failed to listen to the advices given by your parent/guardian. Also narrate harsh consequences you faced later on.

Q.3 A) Attempt any one of the following.

8

- a) Write a book review of any of the novel written by Chetan Bhagat. Also mention if that novel is adapted into film or not!
- b) Write a review of your favorite patriotic movie that has taught you to stand by your country and has given the sense of national belonging.

B) Attempt any one of the following.

8

- a) Draft a report on successful landing of "Chandrayan -3."
- b) Write a report on entering into bathing shop production.

Q.4 Do as directed.

10

- 1) Use the word "cassock" in a sentence.
- 2) Use "hardly" in a sentence.
- 3) Give meaning of "delectable".
- 4) Direct (Add suffix to make a noun.)
- 5) Meaning (Add adjectival suffix.)
- 6) Cricket is his favourite game. (Identify the underlined word.)

- 7) Father was walking very fast so we couldn't catch him. (Identify the underlined word.)
- 8) Albert can be called the master of his own destiny. (Identify the underlined word.)
- 9) It was a large room. (Identify the underlined word.)
- 10) Students were sitting silently in the class room. (Identify the underlined word.)
