

1901000103010002
EXAMINATION FEBRUARY -MARCH 2024
BACHELOR OF ARTS (SECOND YEAR) (THIRD SEMESTER)
WRITTEN & SPOKEN COMMUNICATION SKILLS – III-
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 ARTS (SECOND YEAR) (THIRD SEMESTER)**
 - b. Name of the Subject : **WRITTEN & SPOKEN COMMUNICATION SKILLS – III-LEVEL 1**
 - c. Subject Code No : **1901000103010002**
2. Sketch neat and labelled diagram wherever necessary.
 3. Figures to the right indicate full marks of the question.
 4. All questions are compulsory.
 5. Marks of each question are indicated on right side.

Seat No:

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Student's Signature

Q.1 Short Questions (Any five)

10

- 1) Why is it important to listen?
- 2) How do individual habits help or hinder working in teams?
- 3) How will you deal with difficult customers or clients?
- 4) What is assertiveness?
- 5) Hurting a customer, means hurting your business and your career.
Explain briefly.
- 6) Why is it important to update one's knowledge and skills?
- 7) What are the different sources you can use to acquire knowledge?

Q.2 A. Write dialogue on the situation given below. (Any one) **7**

1) The phone rings in the office of a college.

2) Renu instructs her brother, Jeevan, on how to make tea.

B. Write about an instance when somebody did not listen to you and its consequence or when you did not listen well and its consequence. **7**

OR

Choose any one event and write about how teams, groups and committee contribute to the success of the program in 250 words. **7**

Q.3 A. Write a Book Review of any non-fictional book which you have read recently. **8**

OR

Write a Film Review of a film which you have watched recently. **8**

B. Your college organised 'A Blood Donation Camp'. Prepare a press report to be published in a Newspaper. **8**

OR

Write an evaluation report of a company on the production of 'Suraksha Shampoo'. **8**

Q.4 Do as directed. **10**

a) Talk becomes an _____ when one person stops listening. (Argue-add suffix)

b) Tom is _____ than the other boys. (Clever-add suffix).

c) He _____ before going into the room. (Use verb form of 'hesitation')

d) Write the opposite of 'important' by using suitable prefix.

e) Use the prefix with the word 'Correctly' _____

- f) Wear- Wore- Worn (It is Regular verb or Irregular verb)
- g) _____ have a book. (Fill in the blank with the suitable pronoun)
- h) He left the bank _____ (Fill in the blank with the adverb form 'fearful')
- i) _____ go to office on time. (Fill in the blank with the suitable pronoun)
- j) She does not even go to the canteen for his lunch. (Find the error and rewrite the sentence)
