



RAN-2001000105010002

B.A. (Sem-V) Examination November - 2025

Written and Spoken Communication Skills - V

Time: 2 Hours]

સૂચના : / Instructions

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નીચે દર્શાવેલ નિશાનીવાળી વિગતો ઉત્તરવહી પર અવશ્ય લખવી.
Fill up strictly the details of signs on your answer book

Name of the Examination:

☛ **B.A. (Sem-V)**

Name of the Subject :

☛ **Written and Spoken Communication Skills - V**

Subject Code No.: **2001000105010002**

Seat No.:

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Student's Signature

- 2) All questions are compulsory.
- 3) Indicate clearly the options you attempt.
- 4) Figures to the right indicate full marks.

Q. 1. Answer briefly: (ANY FIVE)

[10]

- 1) What do you understand by self-esteem?
- 2) How is empathy different from sympathy?
- 3) Why is the customer very important for any business?
- 4) Do honest people suffer more than dishonest people? Why or why not?
- 5) What are some of the rituals, events, practices, and values you associate with your own culture?
- 6) Why do companies conduct induction or orientation programmes for new recruits regularly?
- 7) Briefly explain the proverb: *The first step towards greatness is honesty.*

Q. 2. (A). Amit complains to a hotel manager about the poor service. Draft an appropriate dialogue.

[07]

OR

Ajay and Swati are talking about their cousin's wedding. Draft an appropriate conversation.

Q. 2. (B). Do you think knowing your mother tongue is an important part of one's life? Why or why not? Write a brief paragraph of 150 words about the role of your mother tongue in shaping your life. [07]

OR

Write about an incident where an employee did not treat his/her customer well on account of the customer's old age.

Q. 3. (A). Draft a questionnaire on *Movie-watching habits of college students*. [09]

OR

Draft a questionnaire on *The socio-economic conditions of working women of Surat city*.

Q. 3. (B). Draft a group discussion among participants on *India's Operation Sindoor*. [09]

OR

Draft a group discussion among participants on *Rising Cyber Crimes in India*.

Q. 4. A) Give the meanings and use the following phrasal verbs in sentences of your own: (ANY TWO) [08]

- | | |
|---------------|-------------|
| 1) Carry on | 2) Read out |
| 3) Figure out | 4) Look at |

B) Give the meanings and use the following idioms in sentences of your own: (ANY TWO)

- | | |
|------------------------|----------------------|
| 1) Once in a blue moon | 2) Sit on the fence |
| 3) In the nick of time | 4) Go the extra mile |