


RAN-2008000105010002

T.Y.B.Com (Sem.- V) Examination December - 2025
Written and Spoken Communication Skills

[Total Marks: 50

સૂચના : / Instructions

- (1) ઉપરોક્ત દર્શાવેલ વિગતો ઉત્તરવહી પર અવશ્ય લખવી.
 Fill up strictly the above details on your answer book

Seat No.:

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Student's Signature

- Q. 1. Answer following question briefly (any Five) 10**
- What does the customer expect from any service?
 - What will happen if there were no honest people?
 - Does language unite or divide people in the workplace? How?
 - Why empathy is important for human being?
 - Why do we need to be comfortable with multicultural milieus today?
 - What do customers feel about in different and careless employees?
 - Why do companies conduct an orientation programme for new employees regularly?
- Q. 2. A. Draft a dialogue on the following situations (any one) 07**
- Sheela and Ravi are talking about television programme.
 - Mrs. Parekh complains to one of the organisers about the loud music at her neighbourhood's annual celebrations.
- Q. 2. B. Write any one from the following: 07**
- Write a paragraph about 150 words about a person who has superiority complex and explain how this false understanding of one's worth is unhealthy for the individual and the organisation.
 - Write about a person who travelled to other countries and had positive experience at the airport.
- Q. 3. A. I. Draft a questionnaire on Socio -economic Condition of a Factory Worker. 09**
- OR**
- Q. 3. A. II. Draft a questionnaire on customer satisfaction for new washing Machine. 09**
- Q. 3. B. I. Write group discussion on "Movies are corrupting the Indian youth". 09**
- OR**
- Q. 3. B. II. Draft a group discussion among Mira, Anyuta, Krina and Dhruv on "Is e-Learning a Substitute for Classroom Learning." 09**

Q.4. Do as directed

08

1. Give the meaning of the following phrasal verbs and use them in sentence. (any two)
 1. read out
 2. put down
 3. find out
 4. catch on
 2. Give the meaning of the following idioms and use them in sentence. (any two)
 1. hit the book
 2. let the cat out of the bag
 3. cry wolf
 4. go the extra mile
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