



AAU-010-001208 Seat No. _____
First Year B. B. A. (Sem. II) (CBCS) Examination
April / May - 2016
208 : Communication Skills (English) - II
(New Course)

Faculty Code : 010
Subject Code : 001208

Time : $2\frac{1}{2}$ Hours]

[Total Marks : 70

- Instructions :** (1) Answer of MCQs must be written in main answer book only.
(2) Attempt all the questions.
(3) Figures to the right indicate marks.

1 Answer the following MCQs choosing correct option given below : **20**

- (1) To person, the world begins, ends and revolves around him.
(A) an egocentric (B) a selfless
(C) an ethical (D) a mad
- (2) All relationships arerelationships.
(A) wrong (B) good
(C) trust (D) selfish
- (3) Selfishness destroys relationships because it is based on
(A) negative virtues (B) positive virtues
(C) positive values (D) negative values
- (4) Our conscious mind has the ability to
(A) write (B) think
(C) feel (D) speak

- (5) The GIGO is based on principle.
(A) move and shake (B) in and out
(C) hit and run (D) wait and watch
- (6) The conscious mind can accept and reject, while subconscious mind only
(A) rejects (B) accepts
(C) hates (D) thinks
- (7) 'On the journey to life's highway, keep your eyes upon the
(A) road (B) goal
(C) sky (D) side
- (8) "If I don't make it, what will other people say?" This sentence suggests
(A) a lack of knowledge about goal-setting
(B) a fear of rejection
(C) a lack of ambition
(D) low self-esteem
- (9) Values and virtues are not hereditary; they are
(A) bought (B) given
(C) learned (D) taken
- (10) What does teach a person the value of money ?
(A) hard work (B) no work
(C) home work (D) network
- (11) A presentation is like a
(A) song (B) lecture
(C) discussion (D) speech
- (12) A good speech should contain lots of
(A) puzzles (B) stories
(C) examples (D) riddles
- (13) People who change sides during a discussion are
(A) credible (B) incredible
(C) unreliable (D) reliable

- (14) The supervisor plays role in a Group Discussion.
(A) a passive (B) a positive
(C) an active (D) a vital
- (15) Group Discussion is primarily used to judge the
(A) language (B) attitude
(C) intelligence (D) individual
- (16) The most popular form of salutation in a business letter is
(A) Respected Sir (B) Dear Sir
(C) Madam (D) Gentleman
- (17) The complementary clause is the symbol of
(A) impoliteness (B) formality
(C) courtesy (D) rudeness
- (18) Business letter should be written
(A) freely (B) punctually
(C) subjectively (D) objectively
- (19) The date in a business letter has a value.
(A) legal (B) normal
(C) formal (D) light
- (20) C.W.O. means
(A) Credit With Order
(B) Cash With Order
(C) Cash Withdraw Order
(D) Cash Without Order

2 Answer any one of the following :

10

- (a) What are some factors that prevent building and maintaining positive relationships ?
- (b) How do we get conditioned ?
- (c) Why and how goals are balanced ?

- 3 (a) Answer any two of the following : 10
- (1) How do we judge our value system ?
 - (2) How do we form good habits ?
 - (3) Why are goals important ?
 - (4) What is difference between ego and pride ?
- (b) Write short notes on any two : 10
- (1) "I know it all" Attitude.
 - (2) The GIGO principle.
 - (3) Difference between goals and dreams.
 - (4) Character is priceless.
- 4 Answer any three of the following in short : 6
- (1) Which type of visual aids are used for presentation?
 - (2) What are the do's and don'ts for Group Discussion?
 - (3) Give brief differences between Group Discussion and Debate.
 - (4) What are the elements of presentation?
 - (5) How to moderate Group Discussion?
 - (6) Which are the occasions for a presentation in a business?
- 5 Write the following letters : 7
- (1) (a) Draft an order for toys and games to Pritam Toys Shop. 7
- OR**
- (b) Cancel the above order giving appropriate reasons. 7
- (2) (a) Reply to an inquiry made by a customer to Gajanand garments, for 'Cotton Shirts'. 7
- OR**
- (b) On behalf of Tasmay Infotech Store, Baroda, write a letter inquiring about computer hardware parts. 7