



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.

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 Tasmy Infotech Store, Baroda, write a letter inquiring about computer hardware parts. **7**