



**HCU-161100010301** Seat No. \_\_\_\_\_

**Second Year B. B. A. (Sem. III) (CBCS) Examination**

**October/November – 2017**

**Personality Development & Communication Skills**

*(New Course)*

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

[Total Marks : 70

**Instructions :**

- (1) All the questions are compulsory.
- (2) Figures to the right indicate full marks.
- (3) Mention your option clearly.

1 (A) Write short note on any **one** of the following : **10**

- (1) Nathy the sweeper
- (2) Tom and his friends
- (3) The Verger

(B) Answer with reference to context any **two** of the **10**  
following :

- (1) "Are you annoyed because they are still refusing to pay you an extra two rupees a month?"
- (2) "I Wonder how it could have happened."
- (3) "I'll give you all of it."
- (4) "I am not a detective at all. I have come to open an account."

**2** Answer in short any **two** of the following : **10**

- (1) What does Sitaram tell Mrs. Srivatsava ?
- (2) Is Tom afraid of Aunt Polly ? Give reasons for your answer.
- (3) What problem does Albert face in his career ?
- (4) What does the king want to know ? Why did the king want this knowledge ?

**3** (A) Write any **one** of the following letters : **10**

- (1) You have just bought a refrigerator from Zodiac Electronics, Ahmedabad, which is not working satisfactorily. Write a letter of complaint, describing the nature of defect and instructing to send a Mechanic soon.

**OR**

- (1) A supplier from Agra has supplied you a few parcels of gift articles ordered by you. On receipt of the consignment some of the articles are found badly damaged. On behalf of Star Gift Corner, M.G. Road, Ahmedabad, draft a letter complaining for it and request for due adjustment.

(B) Attempt any **one** of the following : **10**

- (1) Draft a press release on behalf of an event management company giving highlights of its unique services.

**OR**

- (1) Draft a press release on behalf of a consumer electronics manufacturing firm giving details of a new gadget launched by the firm.

Auxiliary verbs : (Ten)

- (1) She \_\_\_\_\_ speak english fluently.  
(could, would, can)
- (2) \_\_\_\_\_ I go home now, sir ?  
(Would, Should, May)
- (3) \_\_\_\_\_ God help you !  
(May, Could, Should)
- (4) You \_\_\_\_\_ not worry, your husband is recovering.  
(should, need, dare)
- (5) You \_\_\_\_\_ assure your parents of your honesty.  
(should, can, could)
- (6) My boss said that he \_\_\_\_\_ be late.  
(can, could, might)
- (7) The doctors \_\_\_\_\_ treat the patients nicely.  
(ought to, must, used to)
- (8) I \_\_\_\_\_ go there frequently but these days I can't.  
(should, must, used to)
- (9) I \_\_\_\_\_ like to know her name.  
(should, shall, would)
- (10) I \_\_\_\_\_ lift this box.  
(can, could, must)

(B) Explain the following terms :

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- (1) Consignment
- (2) Export
- (3) General License
- (4) Import
- (5) Marine Insurance
- (6) Rate of exchange
- (7) Airway bill
- (8) Validated License
- (9) Excise Tax
- (10) Collection Papers.

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