



**JAF-161100010301**

Seat No. \_\_\_\_\_

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

**November - 2019**

**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 marks.

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

- (1) Listening skills in the story, 'The Boy who Broke the bank'.
- (2) Learning skills in the story, 'The Questions'.
- (3) Stephen Leacock's visit to bank.

(b) Give reference to the context : (any **two**) **10**

- (1) 'Haven't you heard ? Well, you'd better wait here until half the population of Pipalnagar arrives to claim their money.'
- (2) 'Say, Jim, I'll fetch the water if you'll whitewash some.'
- (3) 'But a most extraordinary circumstance came to my knowledge the other day and I felt it my duty to impart it to the churchwardens. I discovered to my astonishment that you could neither read nor write.'
- (4) 'I came to you, wise man, for an answer to my questions. If you can give me none, tell me so, and I will return home.'

- 2** Answer the following questions in brief : (any **two**) **10**
- (1) Why is the king willing to dig the ground for the learned man ?
  - (2) What is your opinion about the last sentence of the story. 'The Verger' ?
  - (3) How does the accountant help the narrator in the beginning ?
  - (4) How does the author differentiate between work and play ?
- 3** (a) Draft any one of the following letters : **10**
- (1) CEAT tyres India Ltd. receives a complain letter from National Tyres & Co., Hyderabad. The complain is regarding quality of tyres. Prepare a suitable reply letter.
  - (2) Gajanand jewellers received different jewellery from what they ordered with Jamanadas jewellers. Write a complain letter.
- (b) Attempt any one of the following : **10**
- (1) Draft a press release on behalf of a publishing house giving details of a new book for IT professionals.
  - (2) Draft a press release on behalf of a business leadership training and consulting services highlighting its programs.
- 4** (a) Fill in the blanks with proper modal auxiliary verbs : **10**
- (1) I \_\_\_\_\_ drive quite well when I was younger.  
(may, could, can)
  - (2) He is looking so sleepy, he \_\_\_\_\_ have studied the whole night.  
(could need, must)
  - (3) Your examination is at 10:00 am. You \_\_\_\_\_ get ready now.  
(would, should, could)

- (4) Do you wish it \_\_\_\_\_ rain today ?  
(would, might, will)
- (5) Who \_\_\_\_\_ like to go to market today ?  
(may, can, would)
- (6) She \_\_\_\_\_ not be able to meet the president.  
He is out of city today.  
(may, can, could)
- (7) Many people \_\_\_\_\_ visit this station frequently  
but it is closed these days.  
(ought to, need to, used to)
- (8) How \_\_\_\_\_ you open a cage having lion ?  
(need, dare, may)
- (9) He \_\_\_\_\_ not worry for this minor mistake.  
(could, need, dare)
- (10) \_\_\_\_\_ God bless him.  
(Might, May, Must)

(b) Explain all the following terms :

**10**

- (1) Airway Bill
- (2) FCIA
- (3) General License
- (4) Dock Receipt
- (5) EMC
- (6) Excise Tax
- (7) Consignment
- (8) Marks
- (9) Exchange Permit
- (10) Free Port.