



Seat No. _____

H AJ-161100010301

B. B. A. (Sem.-III) (CBCS)

(WEF-2016) Examination

May - 2023

Personality Development &

Communication Skills

(Old Course)

Time : $2\frac{1}{2}$ Hours / Total Marks : 70

- Instructions :**
- (1) All questions are compulsory.
 - (2) All questions carry equal marks.
 - (3) Figures to the right indicate marks.

1 Write short note on any **two** of the following : **14**

- (1) Listening skills in the story, “The boy who broke the Bank”.
- (2) Teamwork and Leadership skills from the story, “Whitewashing the Fence.”
- (3) Emotional Intelligence skills from the story. “My Financial Career”.
- (4) Learning skills from the story “Three Questions”.

2 Answer with reference to context any **two** of the following : **14**

- (1) “Are you annoyed because they are still refusing to pay you an extra two rupees a month?”
- (2) ‘Say, Jim, I’ll fetch the water if you’ll whitewash some.’
- (3) “I am not detective at all. I have come to open an account.”
- (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.’

- 3 (a) Write any **one** of the following letters: 7
The steel cupboard ordered by you from Gujarat Steel Industries Ltd. had been found to be slightly damaged. Write a letter of complaint to Gujarat Steel Industries Ltd. pointing out that the damaged cupboard can be sold if its price is reduced by 28%.

OR

Classic Ceramics have not received any order from Sadguru Builders for a long time. Write a letter asking for clarification and seeking their co-operation in the matter. 7

- (b) Attempt any **one** of the following : 7
Draft a press release on behalf of a non-profit charitable foundation giving details of a new Cancer Drug for Children.

OR

Draft a press release on banking and financial service provider giving outline of its major services. 7

- 4 Explain the following terms : (any **seven**) 14
- (1) Airway Bill
 - (2) Balance of Trade
 - (3) Consignment
 - (4) Exim Bank
 - (5) Export
 - (6) Export merchant
 - (7) Piggy Backing
 - (8) Rate of Exchange
 - (9) Import Licence
 - (10) General Licence

5 Fill in the blanks with proper modal auxiliary verbs :

14

(any **fourteen**)

- (1) They _____ pay all their taxes. (shall, should, will)
- (2) What time _____ I come ? (shall, should, will)
- (3) Mr. Sunil _____ be an expert in Physics. (shall, should will)
- (4) I _____ like to go to movie tonight. (shall, would, should)
- (5) _____ I go home now, sir ? (May, Can, Could)
- (6) She _____ speak English fluently. (can, could, should)
- (7) My boss said that he _____ be late. (might, could, should)
- (8) She said that she _____ not do so. (could, should, can)
- (9) I _____ go there frequently but these days I can't.
(used to, ought to, should)
- (10) The doctors _____ treat the patients nicely.
(ought to, used to, must)
- (11) The light is on. Khusbu _____ be reading.
(must, used to, should)
- (12) You _____ assure your parents of your honesty.
(should, ought to, used to)
- (13) You _____ not worry, your husband is recovering. (dare, need)
- (14) How _____ you tell a lie ? (dare, need)
- (15) I _____ not buy this book. (need, dare)
- (16) How _____ you open my letter ? (need, dare)
