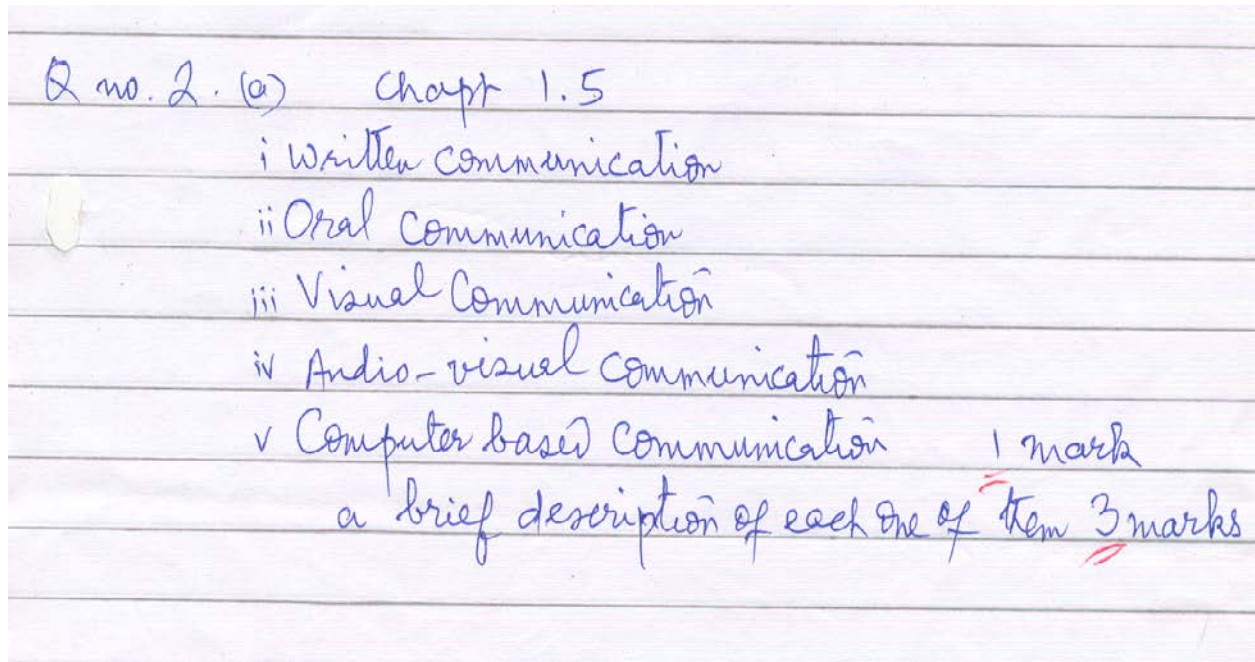
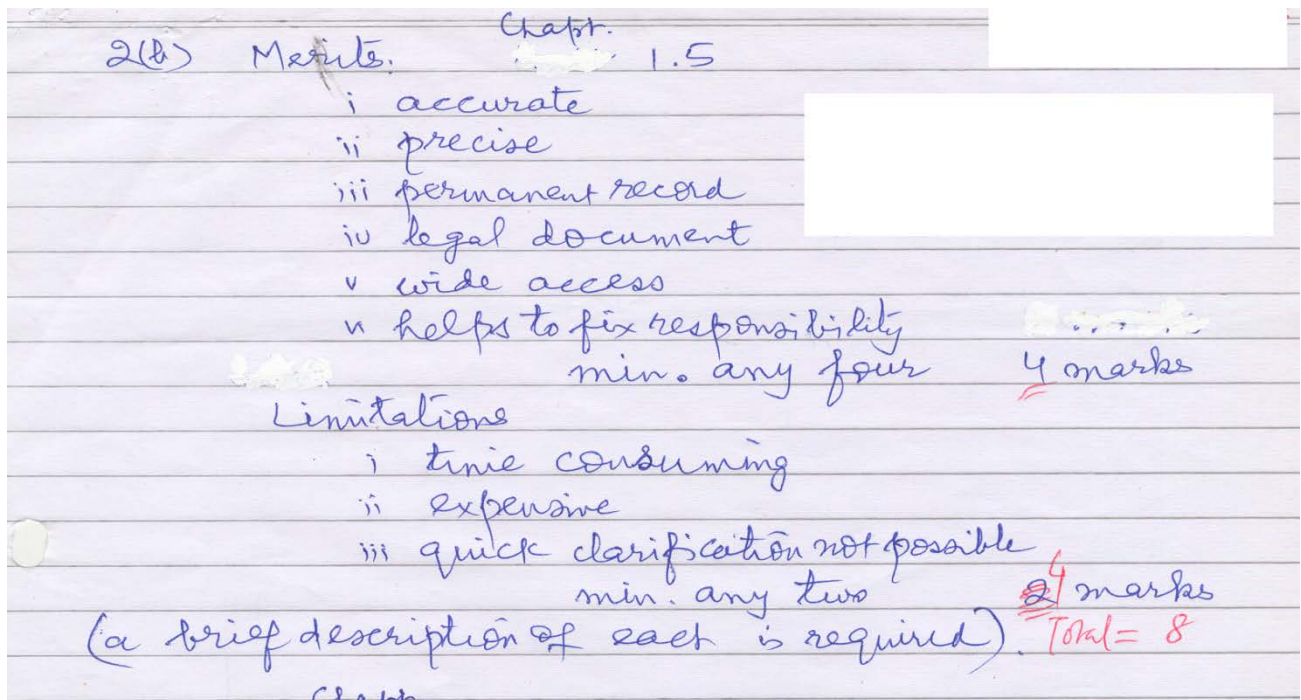


Q.2 a. What are the various media of communication?



b. Describe the merits and limitations of written communication.



- Q.3** a. Give antonyms of the following words:  
*ancient; fresh; tame; bright; kind; war*

Q 3 (a) 4.1

Word	Antonym
ancient	modern
fresh	stale
tame	wild, uncontrolled
bright	dull
kind	cruel, unkind
war	peace

(1x6) = 6 Marks  
 (1 mark each)

b. Correct the following sentences:

- (i) Let you and I solve this problem.
- (ii) A bird in hand is better than two birds in the brush.
- (iii) Ten thousand rupees are the price of this TV.
- (iv) It is very much surprising.
- (v) I should have like this book.
- (vi) It is the book you had asked.

3(b) Chapt. 4.6

- i) Let you and me solve this problem.  
~~OR~~ Let us solve this problem.
- ii) A bird in hand is better than two in the bush.
- iii) Ten thousand rupees is the price of this TV.
- iv) It is very surprising.
- v) I should have liked this book.  
 I should like this book.
- vi) It is the book you had/have asked for (1/18) = (6)

Chapt.

**Q.4** a. Change the voice in the following sentences:

- (i) Ram won a prize.
- (ii) Sita is peeling potatoes.
- (iii) I shall write a letter.
- (iv) We are reading a story.
- (v) She has completed her work.
- (vi) Please close the door.

b. Do as directed:

- (i) Ram is older than any other boy in the class. (Change into superlative degree)
- (ii) What a beautiful flower! (Change into an assertive sentence)
- (iii) Krishna said, "It is an interesting book". (Change into indirect speech)

Q. no. 4 (a) 5.3.

- i) A prize was won by Ram.
- ii) Potatoes are being peeled by Sita.
- iii) A letter will be written by me.
- iv) A story is being read by us.
- v) Her work has been completed by her.
- vi) Let the door be closed.  
You are requested to close the door.

(1 mark each) = (6)

4(b)

- i) Ram is the oldest boy in the class.
- ii) It is a very beautiful flower.
- iii) Krishna said that that was an interesting book.

(2 marks each)

Q.5 a. What is the purpose of reading?

b. Describe the four stages in the process of reading.

Q no. 5 (a) ~~Q no. 5~~ Chapt. 2.1

- i Meeting of the mind of the writer with that of the reader.
- ii Transfer of facts, ideas and values

- iii discussion on a problem, its analysis and possible solution
- iv essentially a civilising process ~~4 marks~~ 4 marks

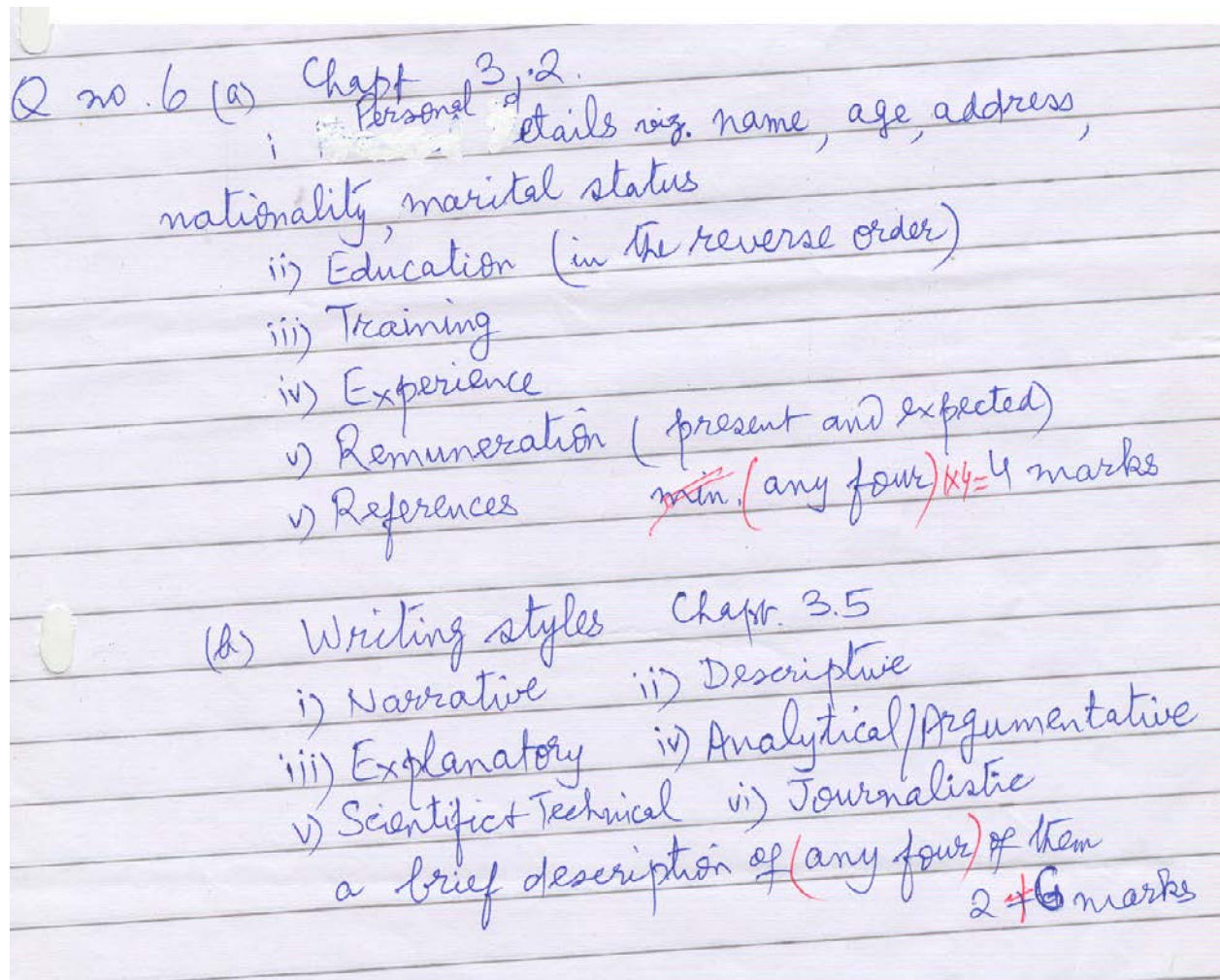
(b) Chapt. 2.2.

- i Recognition
- ii Perception
- iii Comprehension
- iv Association

a brief discussion of each of them 2 marks  
6 marks

Q.6 a. Which details are included in a bio-data?

b. Describe any four writing styles.



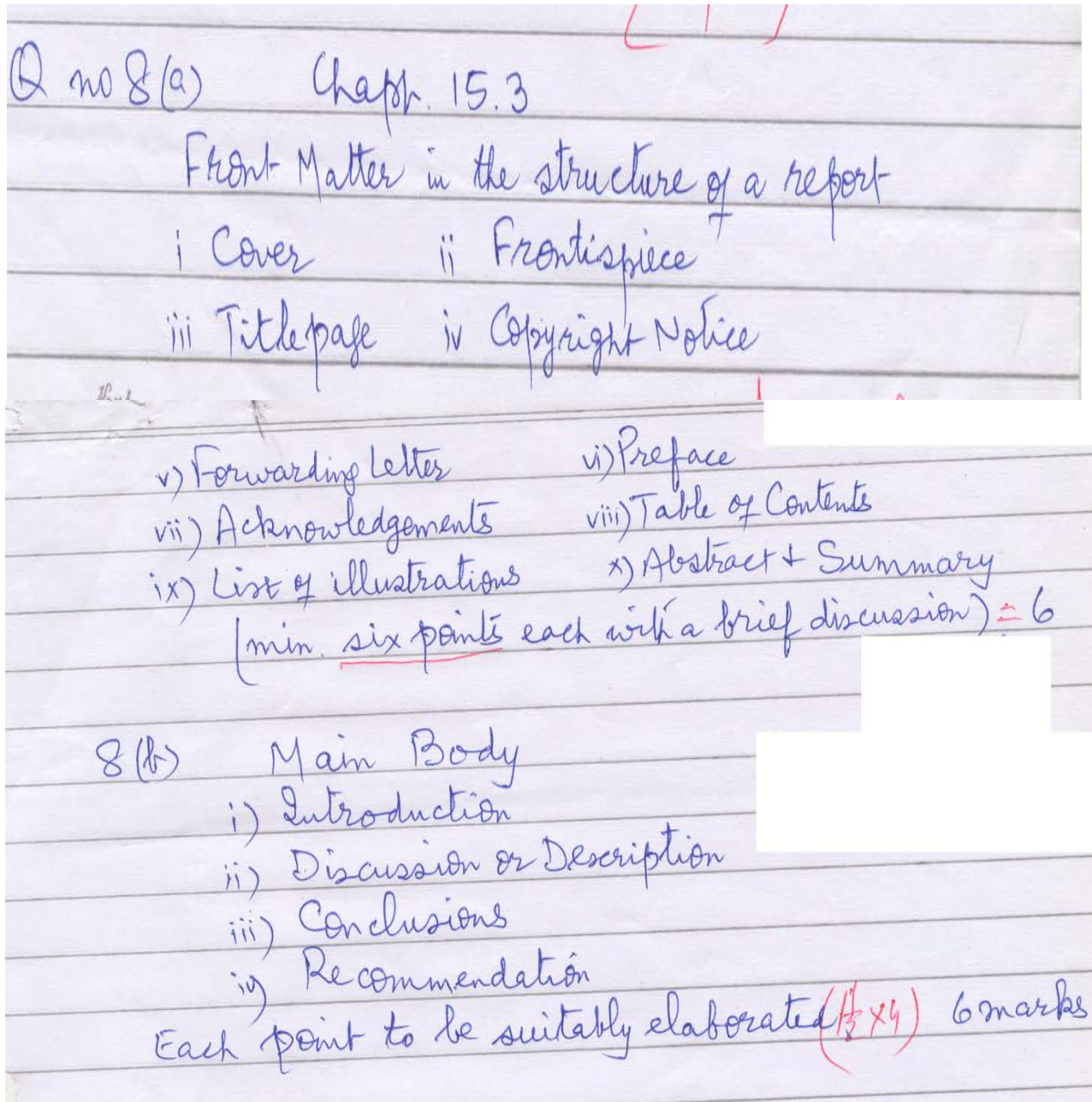
- Q.7** a. How is one-way communication different from two-way communication?  
 b. What are soft skills? How are they important in modern work environment?

Q no. 7 (a) | Chapt. 8.2 MODERN Distribution of marks

Listening and seeing is one way process. Radio and TV; public speaking; boss issuing instructions on A.V. system; are linear processes

Most human communications are two way communications; non-linear; speaker and listener with response; 'dyadic communication'. Both agreement and disagreement possible; Goodwill essential; in public life two way communication involves both hard skills and soft skills. (M=7) (2)

- Q.8** a. In the structure of a report what does the front matter include?
- b. Describe the various parts of the main body of a report.



- Q.9** a. Answers to which questions should a candidate prepare before going for an interview?
- b. List out the qualities in the candidates that can be located through group discussion.

Q. 9 (a) Chapt. 10.2.

The questions, answers to which a candidate should prepare before going for an interview are:

- i why do you want to join this organisation?
- ii What contribution do you hope to make once you join this organisation?
- iii What scope does your expertise have here?
- iv How do you plot your career graph in this organisation?

$(1\frac{1}{2} \times 4) = 6$

9 (b) Chapt. 11.5

Etiquette skills can be described under following heads:

- i Talking tips
- ii When placing a call
- iii When answering a call
- iv Writing telephone messages

Each point to be suitably elaborated.  $(1\frac{1}{2} \times 4) = 6$

### Text book

1. The Functional Aspects of Communication Skills, Prajapati Prasad and Rajendra K. Sharma, S. K. Kataria & Sons, New Delhi, Reprint 2007.