

**Q.2 a. As a Diploma holder in Electronics Engineering, prepare an application with Bio-Data for seeking a job in WIPRO Ltd as a Customer Support Engineer.**

**Answer:** Page no. 42 Text book

**b. Frame four sentences using the verb pattern: Subject Verb Direct Object Example: He cut the cake.**

**Answer:** Page no. 101 Text book

**Q.3 a. Explain the structure of a report.**

**Answer:** Page no. 274 Text book

**b. Name the types of reports used in professional and in day-to-day administration.**

**Answer:** Page no.275 Text book

**Q.4 a. What are soft skills? Where are they used? Mention the important components of these skills.**

**Answer:** Page no.187 Text book

**b. Explain briefly the types of listening.**

**Answer:** Page no.193 Text book.

**Q.5 a. Describe Reading Tactics?**

**Answer:** Page no.22 Text book

**b. Correct the following sentences:**

- (i) The river has over flown its banks.
- (ii) He ran away lest he would be killed.
- (iii) Let you and I do it.
- (iv) The honesty is the best policy.
- (v) One must love his country.
- (vi) I shall come unless you need me.

**Answer:** Page no.81 Text book

**Q.6 a. What is the role of body language in an interview?**

**Answer:** Page no.213 Text book

**b. Write a short note on attending calls.**

**Answer:** Page no. 225 Text book

**Q.7 a. Briefly explain the barriers to communication.**

**Answer:** Page no.11 Text book

**b. How can we overcome the barriers to communication?**

**Answer:** Page no.13 Text book

**Q.8 a.** Read the passage given below and answer the questions that follow:

It is common knowledge that farmers have to depend on the weather for their operations. For instance they have to wait for bright sunshine to dry the hay after harvest; and if they miss it, the hay will be ruined by exposure to mist or rain.

All of us are in the same position as the farmer. Life is as uncertain as the weather. There are several unpredictable factors in life. No one can predict when death will snatch him away. Health, wealth, help, cooperation of friends and relatives are all uncertain factors. Opportunities for education, employment, progress etc are also unpredictable. That man is therefore, wise who seizes a situation, an opportunity etc when it comes along and makes the fullest use of it, to achieve his ends in life. He will fail in life if he is not vigilant and lets slip these opportunities.

We see these days a number of young persons in schools and colleges, frittering away their time on things other than studies. They let slip their opportunities in their formative years and later repent for their folly. It is therefore necessary that we seize opportunities when they come to us and use them to our best advantage.

- (i) What do farmers have to depend on?
- (ii) What are unpredictable factors in life?
- (iii) Who is wise according to the author?
- (iv) Why do a number of young persons in school and colleges repent?
- (v) To his great disappointment he failed in the examinations. (Convert this simple in to a compound sentence)
- (vi) I am eating a banana. (Change the voice)

**Answer:** Page no.28 Text book

**b. Do as directed:**

- (i) She goes to school (Change into future).
- (ii) I said to Geeta, "Where are you going?" (Change into indirect speech)
- (iii) The child threw the ball (Change the voice)
- (iv) We only went to the market. (Write 'only' at its proper place)
- (v) To his great disappointment he failed in the examinations. (Convert this simple in to a compound sentence)
- (vi) I am eating a banana. (Change the voice)

**Answer:** Page no.94 Text book

**Q.9 a.** Briefly explain the elements of effective writing.

**Answer:** Page no.41 Text book

**b.      Give antonyms of:**

**(i)   Honest**

**(ii)   Adult**

**(iii)   Ancient**

**(iv)   Hasty**

**(v)   Employ**

**(vi)   Deep**

**Answer:** Page no.73 Text book

**Text book**

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