

**Q.2 a. Explain Vertical and lateral communication. (3+3)**

**Answer:** Refer Unit 1, Para 1.3 pages 4-5 of Text Book

**b. What are the barriers to communication? Explain any two barriers. (4+2)**

**Answer:** Refer Unit 1, Para 1.5 pages 11-12 of Text Book

**Q.3 a. Explain briefly the problem of feedback in Reading. (6)**

**Answer:** Refer Unit 2, Para 2.2 page 19 of Text Book

**b. Differentiate between Descriptive Writing and Explanatory Writing? (6)**

**Answer:** Refer Unit 3, Para 3.5 page 50 of Text Book

**Q.4 a. Read the passage and answer the following questions:**

**Imagine this. You step up to the sink, wet your toothbrush, and begin cleaning your pearly whites. Out of the corner of your eye, you see something moving on the wall. Suddenly, you realize you're not alone in the bathroom. Your heart pounding, you turn toward the tiny intruder to get a better look. You're horrified to see that it has eight legs, and a pair of oversized pincers on its front end. Is it some kind of miniature octopus, or a bizarre crab? Is it going to sting you? Actually, it's a bug, and it's no more harmful to you than a housefly. This tiny bathroom bug is called a pseudoscorpion (SOO-doh-SCOR-peeuhn). But don't be fooled by its name. It's not really a scorpion; it's just a relative. The pseudoscorpion is a kind of arachnid (uh-RAKnid), which means it is closely related to spiders, scorpions, and mites. Like scorpions, pseudoscorpions have a segmented body and two enormous pincers. But pseudoscorpions lack the curved stinger that all true scorpions have. Pseudoscorpions usually live outside in mulch, under tree bark, and in leaf litter. So how do they end up in the bathroom? They use those pincer-like claws to hitch a ride on other bugs, such as flies and beetles. When these insects come in, so do the pseudoscorpions – attached to their legs! These tiny arachnids prefer moist places. Since the bathroom tends to be humid after bathing and showering, it's a likely place to find them. But they are easily overlooked. Most pseudoscorpions are only about two to eight millimeters long. Pseudoscorpions don't bite or sting humans, and they can even be helpful. These bugs feed on common household pests, such as carpet beetle larvae, ants, mites, and small flies. Welcoming this hitchhiker into your home may mean there are fewer household pests to "bug" you!**

**(i) How do pseudoscorpions differ from scorpions? (1)**

**(ii) Where do the pseudoscorpions live? (1)**

**(iii) How do the pseudoscorpions enter the bathroom? (1)**

**(iv) How do the pseudoscorpions help human beings? (1)**

- (v) What do the phrases “pearly white” and “hitchhiker” mean? (2)

Answer:

- (i) The pseudoscorpions are relatives of scorpions. They both have segmented body but the pseudoscorpions do not have the curved stinger of a scorpion.
- (ii) The pseudoscorpions live in moist places like in the mulch, under tree bark and in leaf litter.
- (iii) With their pincer like claws, the pseudoscorpions cling on the legs of flies and beetles who get into our bathrooms easily.
- (iv) The pseudoscorpions help human beings by feeding on the insects like the carpet beetle larvae, ants, mites and small flies who are harmful for the house.
- (v) “pearly white” means white like pearls, “hitchhiker” means who takes some one’s help to move.

b. Do as directed

- (i) They are taking the patient to the hospital. (Change to Passive)
- (ii) Darjeeling is better than any other hill station in India. (Change to Superlative Degree)
- (iii) The two first candidates got through the interview. (Correct the sentence)
- (iv) He has scored good marks. (Change to Interrogative) (1.5×4=6)

Answer:

- (i) The patient is being taken to the hospital.
- (ii) Darjeeling is the best hill station in India.
- (iii) The first two candidates got through the interview.
- (iv) Has he scored good marks?

Q.5 a. Correct the following sentences:-

- (i) Time and tide wait for no man.
- (ii) IT as well as Management are taught here.
- (iii) Let you & I do it.
- (iv) The honesty is the best policy. (1.5×4=6)

Answer: Refer section 4.6, page 81 of Text book -I

b. Write the synonyms of the following:

- (i) often (ii) honestly
- (iii) properly (iv) totally
- (v) skilfully (vi) yearly (1×6=6)

Answer: Refer section 4.1, page 73 of Text book -I

Q.6 a. Describe any four stages of the listening process. (6)

Answer: Refer Unit 8, Para 8.1 page 185 of Text Book

b. Change the following into interrogative sentence:

(i) He said to me, "Where are you going?"

(ii) He said to me, "Why do you study fashion technology?"

(iii) He said to me, "Why did you conceal the incident to me?" (3×2=6)

Answer: Refer section 5.3, page 97 of Text book -I

Q.7 a. What are the effective ways of using body language in public speaking? (6)

Answer: Refer Unit 9, Para 9.5 pages 202 of Text Book

b. What are the skills required for chairing meetings? (6)

Answer: Refer section 3.3, page 47 of Text book -I

Q.8 a. What things are to be considered before making a business telephone call? (6)

Answer: Refer Unit 11, Para 11.5 page 228 of Text Book

b. How can soft skills help us to achieve global leadership? (6)

Answer: Refer Unit 16 pages 294 of Text Book

Q.9 a. Describe *two* features of a good report. (6)

Answer: Refer Unit 15, Para 15.1 pages 272 of Text Book

b. How is *Conclusion* different from *Recommendation* in a report? (6)

Answer: Refer Unit 15, Para 15.3 pages 280 of Text Book

### TEXT BOOK

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