

- Q.2 a. (i) He gave me a gift. (Change the voice)
 (ii) The man cut down the tree (Change the voice)
 (iii) He has told us, "I am coming". (Change the narration)
 (iv) He has a story book. (Change into interrogative)
 (v) The people of Iraq are struggling hard. (Change into negative)
 (vi) Shimla is the best hill-station of India. (Change to comparative degree)
 (6)

Answer:

- (a) I was given a gift
 A gift was given to me
- (b) The tree was cut down by the man.
- (c) He has told us that he was coming.
- (d) ~~He~~ Does he have a story book?
- (e) ~~The people of Iraq~~ No other people are struggling as hard as the people of Iraq.
- (f) Shimla is better than any other hill stations of India.

- b. What are the problems of feedback in reading? (6)

Answer:

There is no definite answer to this straight question. Experiment shows that the eyes do not fixate upon every letter, nor every word, nor whole phrases to be received by the reader. No preference is shown for fixating any particular part of a letter or of a word. But there seems to be some relation between the numbers of fixation pauses per line and the reader's familiarity with the text "intake of visual information is controlled by a feedback action, and that there are instrumental means of measuring points of fixation.

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- Q.3 a. What is the significance of communication in business organization? (6)

Answer:

The purpose of communication in business organization is to plan, message and control the organization for making a reasonable and sustainable profit. Therefore, effective communication is the responsibility of all persons in the organization, managers as well as non-managers, who work toward the common aim of the success of that business.

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- b. Describe the various barriers to communication, giving examples. (6)

Answer:

There are several barriers to effective communication in an organization. Some of these are:

1. Noise in the channel of Communication
2. Lack of feedback in Communication.
3. Situational and organization factors in communication.
4. Cross-cultural barriers. For example, misunderstanding increase when communicating is done in different languages.
5. Psychological barriers.

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Q.4 a. Explain any three barriers to listening. (6)

Answer: Page no 194-195 of text book

b. Explain the three main components of an effective talk. (6)

Answer: Page No. 199-200 of text book

Q.5 a. Read the passage below and answer the questions that follow: (6)

In every country people imagine that they are the best and the cleverest and the others are not so good as they are. The Englishman thinks that he and his country are the best; the Frenchman is very proud of France and everything French. The Germans and Italians think no less of their countries and many Indians imagine that India is in many ways the greatest country in the world. This is wrong. Everybody want to think well of himself and his country. But really there is no person, who has not got some good and some bad qualities. In the same way there is no country which is not partly good and partly bad. We must take the good wherever we find it and try to remove the bad whatever it may be. We are, of course, most concerned with our own country, India. Unhappily, it is in a bad way today. Most of our people are poor and unhappy. They have no joy in their lives. We have to find out how we can make them happier. We have to see what is good in our ways and customs and try to keep it, and whatever is bad we have to throw away. If we find anything good in other countries, we should certainly take it.

(i) What do people think in every country?

(ii) What do many Indians imagine?

(iii) What must we do?

(iv) In what respect is India in a bad way today?

Answer:

- i. In every country, people think that they are the best and the cleverest people in the world and that the others are not so good and clever as they are.
- ii. Many Indians imagine that India is in many ways the greatest country in the world.
- iii. We must take the good wherever we find it and try to remove the bad wherever it exists.
- iv. Most of the people in India are poor and unhappy. They lead miserable lives.

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b. Draft an application along with a resume/biodata for the post of Sales Executive in an MNC. (6)

Answer: Page no. 42-43 of text book

Q.6 a. What things have to be remembered before appearing for an interview?
(6)

Answer: Page no. 210 of text book

b. What are the main points to remember in writing resume? Explain any six.
(6)

Answer:

- Use bulleted sentences, so that the employer takes just five or six messages from your resume.
- A resume must be short on words but long on facts.
- It must focus on your strengths and abilities.
- It must make a sincere and factual representation of your skills.
- Your resume must reflect your worth as a potential employee.

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Q.7 a. What are the main characteristics of technical writing? Illustrate with examples.
(3+3)

Answer:

b. You are writing an important message and have got stuck on the usage of a particular word. What would you refer to dictionary or thesaurus and why?
(6)

Answer:

When a person is stuck up in writing, he gets into a situation which is called the "Writer's Block". In such a situation one should think about the opposite of idea he wants to express. In so doing, he should consult a dictionary as well as thesaurus to find out the synonyms and antonyms of what he wants to say.

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Q.8 a. Give the homophones of the following words: (1×6)

- | | |
|--------------|-----------|
| (i) Air | (ii) Dose |
| (iii) Patrol | (iv) Cell |
| (v) Halo | (vi) Sore |

Answer:

- | | |
|-------------|-----------|
| i. Heir | iv. Sell |
| ii. Doze | v. Hollow |
| iii. Petrol | vi. Soar |

b. Give the homonyms of the following words: (1×6)

- | | |
|------------|------------|
| (i) Bail | (ii) Flour |
| (iii) None | (iv) Dear |
| (v) Loan | (vi) Seam |

Answer:
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- | | |
|------------|----------|
| i. Bale | iv. Deer |
| ii. Flower | v. Lone |
| iii. Nun | vi. seem |

Q.9 a. How we should write telephone messages? (6)

Answer:

- Telephone messages in the workplace must be taken carefully and delivered promptly. Double check the numbers and spellings with the caller and use the five words as a checklist:
- What is the message and when was it taken?
- Who is in the message from and for?
- When is the meeting or appointment mentioned in the message?
- Where is the receiver of the message to go or call back?
- Why is the message important – what is the purpose?
- After you have taken the message, deliver it promptly.

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b. Explain the term conclusion at the end of a piece of writing. (6)

Answer:

Answer

The term conclusion is generally used to describe remarks at the end of a piece of writing. The function of such a conclusion is to bring the discussion or description to a close and to signal the reader gracefully that he has reached the end. The conclusion refers to the body of logical inferences drawn and the judgements formed on the basis of analysis of data presented in the report.

All conclusions must be supported by what have gone before; nothing new should be included at this stage. If their number were large, there may be itemized in the descending order of their importance.

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Text Book

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