Enrollment I	C. U. SHA			
Subject Nam	e: Communication Skills			
Subject Code	e: 4CO03CSE1	Brancl	h: B.Com	
Semester: 3	Date: 03/03/2020	Time:	02:30 To 05:30	Marks:70
(2) Instru (3) Draw	of Programmable calculator actions written on main an reat diagrams and figures me suitable data if needed.	swer book are strict s (if necessary) at ri	ly to be obeyed.	ited.
Q-1 a)	Attempt the following q Communication means i) to share house ii) t	·	iii) to share thoughts	(14)
<b>b</b> )	Which of the followings i) verbal- non-verbal ii)	comes under classif semantic-cultural	ications of communicatio iii) intra-extra-mass	
c)	of communication.	-massage-channel-r barriers	eceiver etc. come under _ iii) process	
d)	Which of the followings (i) lectures/interviews ii)	comes under oral co	· •	
	Which of the followings (i) lectures/interviews ii)	gestures/postures	iii) letters/ notice	
f)		lecoding	iii) feedback	led
g) h)	Defective telephone lines i) physical ii) p communication ca	sychological	iii) mechanical	
i)		vritten	iii) non-verbal	
	i) oral ii) v	vritten	iii) non-verbal	



iii) voice

iii) blowing horn

iii) body language

j) The word proximics in non-verbal communication means maintenance of

ii) space/ distance

ii) traffic lights

m) The name of the main character in The Old Man and the Sea is \_

ii) audio sign

**k**) One of the examples of visual sign can be \_\_\_\_

i) time

i) shaking hands

i) visual sign

i) Manolin

i) Manolin

l) Whistling can be a kind of \_

## Attempt any four questions from Q-2 to Q-8

Q-2		Attempt all questions	(14)
	a)	Define communication. State its importance with the functions & scope of communication.	
	<b>b</b> )	Explain the entire process of communication with diagram.	
Q-3		Attempt all questions	(14)
	a)	Write in detail with diagram about non-verbal communication.	
	<b>b</b> )	What do you understand by body language? Explain with examples about gesture, posture, proxemics and paralanguage.	
Q-4		Attempt all questions	(14)
	a)	Write a detailed note about the barriers of communication.	
	<b>b</b> )	Compare and contrast between i) Seminar and conference and	
		ii) Notice and circular	
Q-5		Attempt all questions	(14)
•	a)	Write the advantages and disadvantages of oral and written	` ′
		communication.	
	<b>b</b> )	Write about the levels of communication.	
Q-6		Attempt all questions	(14)
	a)	Being the Manager of Shiva Shakti Pvt. Ltd, draft a memo against the	
		Office Assistant for being habitually and regularly using mobile phone	
		during office hours.	
	<b>b</b> )	Draft a notice informing your department students about the last date of	
0.7		filling and depositing the exam. forms.	(1.1)
Q-7	a)	Attempt all questions Write a circular to the employee of your company regarding a Computer	(14)
	a)	Training Programme at your organisation.	
	<b>b</b> )	What is report? Write about the characteristics of report.	
Q-8		Attempt all questions	(14)
•	a)	Even after a long struggle the story <i>The Old Man and the Sea</i> ends with an unhappy ending. Elaborate.	, ,
	<b>b</b> )	The Old Man and the Sea contributed much to the award of the Novel	
	•	Prize in Literature to Hemingway. Write your answer to support the view	

