

**197 / 0210 - English (Business Communication)-II**

P. Pages : 2

Time : Three Hours



**GUG/W/18/783**

Max. Marks : 80

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- 1.** Answer **any two** of the following questions in about 150 words each. **16**
- a) Write a conversation in which you are requesting your friend to attend the workshop on soft skill development organized in your college.
  - b) Write a short note on drafting resolutions. Explain its advantages and disadvantages.
  - c) Enumerate the questions which are frequently asked while conducting interview.
  - d) Explain various situation in business work.
- 2.** Answer **any two** of the following questions in about 150 words each. **16**
- i) Discuss the nature and characteristics of oral communication.
  - ii) Explain telephone etiquette.
  - iii) Write a note on body language.
  - iv) Write a conversation about refusing an invitation of a friend.
- 3. a)** Answer **any two** of the following questions. **8**
- i) Write a circular to employees to take part in the orientation programme to gain proficiency in English language.
  - ii) Explain different types of official circulars.
  - iii) Place an order of 10 cricket kits, 05 mats, 10 volley ball nets and 10 pairs of shoes to Delux Sports, Chandrapur.
  - iv) Explain the main punctuation marks with suitable examples.
- b)** Do as directed. **2**
- i) Punctuate the following.  
Who the hell she thinks she is he asked josie icant stand for women to go away for two weeks.

**OR**

Why don't you talk like the rest of us poor niggers he said to her.

- ii) Give synonyms of the followings. 3
- a) War                      b) Neglect                      c) Genius
- iii) Use the following phrases in the sentences of your own. 3
- a) In order to      b) Give up                      c) To run after
- 4.** Answer **any two** of the following questions in about 150 words each. 16
- a) What are the advantages of tele-conferencing?
- b) Explain the importance of audio-visual aids.
- c) Write a note on fax-internet.
- d) Define electronic communication. State a few advantages of it.
- 5.** Answer **any eight** of the following questions. 16
- i) What is voice mail?
- ii) What is an agenda?
- iii) What is internal memo?
- iv) What is stress interview?
- v) Define gestures.
- vi) What do you mean by feedback?
- vii) State the importance of public speech.
- viii) What is the purpose of office circular.
- ix) What is email?
- x) Write the four principles of body language.

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