

**Dr. Babasaheb Ambedkar Open University**  
**Term End Examination January -2023**

<b>Course</b>	<b>: SYB.A.</b>	<b>Date</b>	<b>: 20/02/2023</b>
<b>Subject Code</b>	<b>: ENGM-05</b>	<b>Time</b>	<b>: 12:45pm to 03:00pm</b>
<b>Subject Name</b>	<b>: Main Paper - 05 (Communication Skills in English-01)</b>	<b>Duration</b>	<b>: 02.15 Hours</b>
		<b>Max. Marks</b>	<b>: 70</b>

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**Q-1** What is a skill? What is communication? What is code and Morse code? **14**

**OR**

Describe the essentials of letters with a view to formal and informal letters.

**Q-2** Describe the specific features of accepting the job offer and declining the job offer letter. **14**

**OR**

Write an elaborate answer on face to face conversation and its significance.

**Q-3** Explain the importance and utility of telephonic communication in the Organization. **14**

**OR**

What is the Memorandum? Elaborate the format and style of Memo writing.

**Q-4** What are the methods and types of reports? **14**

**OR**

Describe the front matter, body and back matter of the formal report.

**Q-5** **Short notes (Any two out of five)** **14**

1. The mechanics of formal letters
2. Characteristics of good business report
3. Minutes of the meeting and its structure
4. Interview
5. techniques
6. Difference between Debates and Discussions

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