

Dr. Babasaheb Ambedkar Open University
Term End Examination December-2019

Course	: SYBA	Date	: 30/12/2019
Subject Code	: ENGM-05	Time	: 03:00pm to 06:00pm
Subject Name	: Main Paper - 05 (Communication Skills in English-01)	Duration	: 3 Hours
		Max. Marks	: 70

- Q-1** Write in detail the mechanics of writing a formal letter **12**
OR
Write in detail the mechanics of writing an informal letter
- Q-2** Explain making enquires and giving information at public places with example. **12**
OR
Compare in detail the face to face conversation and telephone conversation
- Q-3** What is a memo? Explain the format and style of a memo. **12**
OR
What are minutes? Explain the general format of minutes with some do's and don'ts.
- Q-4** Write a detailed note on various types of speeches. **12**
OR
"Interview helps to get an insight into the personality" Discuss the preparation for an interview.
- Q-5** **Write Short Note on any TWO of the following.** **12**
A. The code in Communication
B. Draft a complaint letter
C. Types of Reports
D. Beginning of a Debate
E. Language of telegram
- Q-6** **Answer the following questions selecting the correct answer.** **10**
- "Communicate" comes from the Latin word "Commuis" which means -
(a) Roughly speaking (b) loudly speaking
(c) Slowly speaking (d) none of the three
 - A short written account of your education and past employment.
(a) formal letter (b) curriculum viteae (c) Debate (d) Memoranda
 - 'I am extremely sorry to hear of the death of your...' is the beginning of _____ letter.
(a) extremely (b) congratulation (c) condolence (d) None of the three
 - The conversation generally takes place at home with relatives and with friends is _____.
(a) informal (b) emotional (c) formal (d) None of the three
 - It is sometimes thought that business conversation has to be _____.
(a) personal (b) impersonal (c) emotional (d) none of the three

6. "How much is it?" means
- (a) Is it much in quality? (b) Is it available?
(c) Is it in the stock? (d) What is the price?
7. 'A pan that gives a list of thing to be done or dealt together with the time at which each of them has to be done'
- (a) schedule (b) scheme (c) residue (d) depressed
8. The charge for a telegram is based on _____
- (a) distance (b) number of letters
(c) time of telegram (d) none of the three
9. An interview is often called _____
- (a) Physical test (b) Emotional test
(c) Personality test (d) Test of knowledge
10. 'A meeting in which question is discussed by a number of people each expressing a different point of view'
- (a) dialogue (b) interview (c) debate (d) argument
-