

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

<b>Course</b>	<b>: SYB.A.</b>	<b>Date</b>	<b>: 03/08/2023</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** Define the word 'Communication' in brief. Explain the importance of Code in Communication. **14**

**OR**

Draft a job-Application Letter for the post of Sales Manager in Tata Motors.

**Q-2** Define 'Formal Communication' in brief. Draft a Formal Conversation of a passenger and a railway Inquiry officer inquiring for train timings. **14**

**OR**

Define 'Informal Communication' in brief. Draft an Informal Conversation between a son and a father talking about study.

**Q-3** What is a Memo? Draft a memorandum to inform the sales staff to attend a series of talks on New Strategies in Marketing. **14**

**OR**

What is a Report? Discuss various characteristics of a good Business Report.

**Q-4** What is Interview? Write a conversation that may take place at an interview for the post of a School Teacher. **14**

**OR**

Write a discussion note that may take place as a discussion among parents and teachers of a college.

**Q-5** Write Short-notes (Any TWO): **14**

- (1) Differentiate Formal and Informal Letters
- (2) Draft an Informal Telephonic Conversation between two friends.
- (3) General Format of Minutes
- (4) Difference Between Telegrams and Telexes
- (5) Debate

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