

# Dr. Babasaheb Ambedkar Open University

## Term End Examination January-2022

Course	: SYBA	Date	: 02/02/2022
Subject Code	: ENGM-05	Time	: 01:00am to 03:00pm
Subject Name	: Main Paper - 05 (Communication Skills in English-01)	Duration	: 2 Hours
		Max. Marks	: 50

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**Q-1** What is a formal letter? What are the essentials of a formal letter? **(10)**

**OR**

Write a request letter to Delhi Transport Corporation for a better bus service in an area.

**Q-2** Write a conversation between two friends discussing on educational matters. **(10)**

**OR**

Write a conversation between a husband and a wife discussing some domestic issue that often engages their mind.

**OR**

**Q-3** Explain in detail the format and style of writing a memo. **(10)**

**OR**

What is a report? Enlist and discuss the procedure for writing a report.

**Q-4 Attempt short notes on any Two (10)**

1. The need of writing memo.
2. The types of report.
3. Write a conversation that may take place at an interview for the post of a Manager in a firm.
4. Preparation for an Interview.

**Q-5 Answer the following questions selecting appropriate option. (10)**

1. \_\_\_\_\_ is the information that the sender put in a communication channel in order to pass on to the receiver.  
A) Sign      b) Signal      c) Message      d) Medium
2. Which of the following is an informal letter?  
A) Letter to government body      b) Letter ordering goods      c) Job Application letter      d) Letter to friend
3. \_\_\_\_\_ is not a part of the front matter of the body of report.  
a) conclusion      b) title page      c) table of contents      d) list of illustrations
4. \_\_\_\_\_ is an agreement according to which a person has to serve, for a number of years, under a person skilled in a trade, in order to learn that person's skill.  
a) Internship      b) Apprenticeship      c) orientation      d) Job-oriented education
5. Which of the following can be also called as a personality test?  
a) Conference      b) Seminar      c) Interview      d) Debate
6. \_\_\_\_\_ is a meeting in which a question is discussed by a number of people, each expressing a different point of view.  
a) Debate      b) argument      c) quibbling      d) inference
7. Which of the following speech is imparted when a certain person leaves and we wish good for him?  
a) Welcome      b) Farewell      c) Felicitation      d) Condolence
8. What is a gathering of experts who read papers on some important area of national or international affairs?  
a) Debate      b) Interpretation      c) Seminar      d) Meeting
9. The official records of discussions taken at a meeting are known as \_\_\_\_\_.  
a) Notes      b) Report      c) Discourse      d) Minutes
10. What form of communication is like using the telephone, where you can get immediate reply and the sender has the information of sending and receiving?  
a) Email      b) Telephone      c) Telexes      d) Telegram