

**Dr. Babasaheb Ambedkar Open University**  
**Term End Examination March – 2021**

Course	: SYBA	Date	: 07/03/2021
Subject Code	: ENGM-05	Time	: 01:00pm to 03:00pm
Subject Name	: Main Paper - 05	Duration	: 2 Hours
	(Communication Skills in English-01)	Max. Marks	: 50

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**Q-1** What are the mechanics of writing a formal letter? **10**

**OR**

Define the word Communication and discuss its importance.

**Q-2** Draft an application for the post of an English teacher. **10**

**OR**

On behalf of 'Arihant Garments', Ahmedabad, draft a letter placing an order for men's formal garments to 'Pantaloon Garments Ltd.', Mumbai for the coming festival season.

**Q-3** Draft a conversation in about 150-200 words between a customer and a shop-keeper at the cloth-shop. **10**

**OR**

Draft a letter on behalf of 'Payal Traders', Ahmedabad, complaining about goods received in damage conditions.

**Q-4** Write short-notes on any two of the following; **10**

1. Format of Minutes
2. Difference between Telegrams and Telexes
3. Poise and Delivery
4. Skill
5. Layout of an informal letter

**Q-5** Select the correct option given below: **10**

1. \_\_\_\_\_ means passage through which the message travels from the sender to the receiver.

- (a) Channel      (b) Code      (c) Signal

2. \_\_\_\_\_ means the introduction phrase in a letter.

- (a) Inside address      (b) Salutation      (c) Signature

3. \_\_\_\_\_ is something given to make up for some loss.  
(a) Resume      (b) Consignment      (c) Compensation
4. The official records of discussions held at meetings are known as \_\_\_\_\_.  
(a) minutes      (b) memos      (c) conference
5. \_\_\_\_\_ is repeating the words used by the speaker or writer exactly.  
(a) Conversation      (b) Verbatim      (c) Decoding
6. \_\_\_\_\_ means the way of holding one's body.  
(a) Argument      (b) Fallacy      (c) Poise
7. 'Communicate' comes from the \_\_\_\_\_ word 'Communis'.  
(a) Latin      (b) German      (c) French
8. \_\_\_\_\_ means a system of signals to which meanings are given.  
(a) Skill      (b) Code      (c) Insight
9. \_\_\_\_\_ means converting a message from its coded form to its original form and revealing its meaning.  
(a) Signal      (b) Message      (c) Decoding
10. \_\_\_\_\_ means in accordance with rules, customs and conventions.  
(a) Formal      (b) Informal      (c) Jargon

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