

FD105/HM105

Roll No. :

2019

ENGLISH AND BUSINESS COMMUNICATION – I

निर्धारित समय : तीन घंटे]

[अधिकतम अंक : 70

Time allowed : Three Hours]

[Maximum Marks : 70

नोट : (i) प्रथम प्रश्न अनिवार्य है, शेष में से किन्हीं पाँच के उत्तर दीजिये ।

Note : Question No. 1 is compulsory, answer any FIVE questions from the remaining.

(ii) प्रत्येक प्रश्न के सभी भागों को क्रमवार एक साथ हल कीजिये ।

Solve all parts of a question consecutively together.

(iii) प्रत्येक प्रश्न को नये पृष्ठ से प्रारम्भ कीजिये ।

Start each question on fresh page.

1. (i) Choose the correct alternative and fill in the blanks :

(a) The _____ of the school is retiring this year. (principle / principal)

(b) We should not _____ anything. (steal / steel)

(ii) Punctuate the following sentences correctly :

(a) My friend who lives in Mumbai is a doctor.

(b) What a beautiful painting it is ?

(iii) What is verbal communication ?

(iv) What is an office circular ?

(v) Define 'Personal Hygiene'.

(2×5)

(1 of 4)

P.T.O.

2. (i) Fill in the blanks with correct form of verbs given in brackets :

- (a) She often _____ shopping on the weekend. (go)
- (b) Rajeev _____ home before it started raining. (reach)
- (c) I _____ a novel when my friends came. (read)
- (d) Look ! The Rajdhani Express _____. (arrive)
- (e) The sky is dark. I think it _____. (rain)
- (f) India _____ freedom in 1947. (get)

(ii) Make a precis of the passage given below :

Whether science is a friend or a foe has been one of the raging debates for many decades now. Gradually, however, the debate is giving way to the belief that it does not matter whether it is a friend or a foe. We all now understand that it is not just difficult but almost impossible for us to conceive of a world without the machines, motors and computers that do not just make our life much more comfortable but almost define our existence. At the same time, we are also aware of the damage that the growth and advancement of science and technology has caused to the environment. The real issue for us today, therefore, is not whether to see science as a friend or foe but to be able to survive without science and still not leave it.

(6+6)

3. (i) Change the voice of the following :

- (a) We demand an enquiry.
- (b) Who will help you ?
- (c) The dog was run over by a car.
- (d) Where were the students playing chess ?
- (e) My friends helped me.
- (f) Our team has won the match.

- (ii) Correct the following sentences :
- (a) I am really grateful for you.
 - (b) He tells never lies.
 - (c) The gold is a precious metal.
 - (d) Ten sheeps are in the field.
 - (e) Columbus invented America.
 - (f) He is as intelligent like his father. **(6+6)**
4. (i) Describe the process of communication.
- (ii) What is body language ? Discuss its importance. **(6+6)**
5. (i) Discuss the various barriers to effective listening.
- (ii) What is the importance of etiquettes and manners in personal grooming ? **(6+6)**
6. (i) What is the difference between a memo and a circular ?
- (ii) Write a note on 'Non-Verbal Communication'. Give examples. **(6+6)**
7. Write a letter to the collector of your district complaining him about the frequent electricity failure during exam time. **(12)**

8. Read the following paragraph and answer the questions that follow :

Some people think that the aim of education is merely to give knowledge. These people want students to read books, books, books and do nothing else but add to their knowledge. Others believe that knowledge alone is not enough ; only that which enables a man to earn his living can be called education. Such people think that bread is more important than anything else. Still others believe that education should aim solely at making good citizens and good patriots.

All these people see only one of the several purposes of education. As a matter of fact, education should aim at all these three things together. It should give men knowledge, make them self-reliant and able to serve others. Education should not produce citizens who, while they love their own freedom, take away the freedom of others. It should produce men who love their own country but who do not want to harm other countries.

- (i) What do some people think to be the aim of education ?
- (ii) What is the true aim of education ?
- (iii) What kind of citizens should education produce ?

(4×3)