

FD105/HM105

Roll No. : .....

2018

**ENGLISH AND BUSINESS COMMUNICATION – I**

निर्धारित समय : तीन घंटे]

[अधिकतम अंक : 70

Time allowed : Three Hours]

[Maximum Marks : 70

- Note :** (i) Question No. 1 is compulsory, answer any **FIVE** questions from the remaining.  
(ii) Solve all parts of a question consecutively together.  
(iii) Start each question on fresh page.

1. (i) Choose the correct alternative and fill in the blanks :
- (a) Kota is an \_\_\_\_\_ town. (industrial / industrious)  
(b) It is not a \_\_\_\_\_ deal. (fair / fare) (2)
- (ii) Punctuate the following :
- (a) When he comes give him my message.  
(b) He came after Diwali. (2)
- (iii) Define communication. (2)
- (iv) What is a memo ? (2)
- (v) What is body language ? (2)
2. (i) Fill in the blanks with the correct form of verbs given in brackets :
- (a) He \_\_\_\_\_ to see me everyday last week. (come)  
(b) We usually \_\_\_\_\_ breakfast at seven o' clock nowadays. (have)  
(c) My parents will come as soon as they \_\_\_\_\_ the work. (finish)  
(d) He \_\_\_\_\_ us that he had decided to start a factory. (tell)  
(e) He \_\_\_\_\_ in the middle of the road when the bus hit him. (walk)  
(f) If you work hard you \_\_\_\_\_. (succeed) (6)



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

Legend tells us that about three thousand years B.C. a Chinese Empress, while taking her tea, out of curiosity, dipped the cocoon of a silk-worm into it and learnt how to unwind the thread of silk of which it was composed. It was nearly five thousand years later that a Frenchman, experimenting with the crushed leaves of the mulberry tree, on which the silk-worm feeds, found out how to produce a fine silk-like filament which we now call artificial silk. His discovery stimulated other scientists to search for new fibres, and it was not long before several more were produced; but all of them had as their starting point some natural organic material, such as cellulose, casein etc. (6)

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

- (a) They have removed the top soil.
- (b) Somebody has stolen my book.
- (c) Who will host the party ?
- (d) Can we send this by post ?
- (e) Send invitations to all the parents.
- (f) The Manager refused him leave. (6)

- (ii) Correct the following sentences :

- (a) I paid hundred rupees for this bag.
- (b) He is going to USA.
- (c) Both his sons go to the school.
- (d) Either you or I are to pay the bill.
- (e) The earth is moving round the sun.
- (f) One must keep his word. (6)

4. (i) Discuss the various purposes of communication. (6)

- (ii) What are the barriers of communication ? Discuss. (6)

5. (i) Discuss the various types of listening. (6)

- (ii) Discuss the process of listening. (6)



6. (i) What is the role of gestures in communication ? (6)  
(ii) What are the various forms of business communication ? (6)

7. Write a letter to the Principal of your college. Requesting him to organize an educational tour of your class. (12)

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

The leaders create the right environment in which people are encouraged to perform well and enjoy what they do. The hallmark of a talented leader is someone with genuine passion, a desire to make an impact, an understanding of when to lead and when to step back and empower a team to deliver. True leaders are easily approachable. They have mastered the art of relationships. They understand the power of networks.

Another vital asset in the "leadership profile" is diversity. Companies have awakened to the need for diversity in their leadership whether diversity of age, gender or ethnicity. Real talent knows no age barriers and so career opportunities must be based not on tenure but on capability – "If I am good and I demonstrate that I can deliver, I want it now" The right work environment is non-bureaucratic, supports risk takers, provides constant intellectual challenges. Entrepreneurial environments give individuals the chance to get involved in many aspects of the business. In today's world slow is riskier than wrong; great leaders turn mistakes into opportunities.

- (i) What is the hallmark of a great leader ?  
(ii) What is another vital asset in the leadership profile ?  
(iii) What does the right work environment provide ? (4×3)
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