

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-2)
COMMUNICATION-II
Subject Code : BH-104
M.Code : 14517

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A**Q1. Write short notes :**

- a. Haptics
- b. Give the standard telephone talkline for transferring the call.
- c. Intonation
- d. Personal distance
- e. Homophones
- f. _____ & _____ words are to be avoided while making calls.
- g. Give the standard telephone talkline for ending the call.
- h. Accent
- i. Oculesics
- j. Facial signs

SECTION-B

- Q2. What are the rules for word and sentence stress in English language?
- Q3. What are the golden rules for good telephone techniques?
- Q4. Give five examples of gestures.
- Q5. Write a note on Paralanguage.
- Q6. Make sentences to differentiate between the meanings of following words :
- a. Grate/Great
 - b. Stationery/Stationary

SECTION-C

- Q7. Use the following foreign words in sentences :
- a. Viva -Voce
 - b. Par excellence
 - c. In Toto
 - d. Faux pas
 - e. Alma mater
- Q8. “*Body language defines personality*” Discuss with examples.
- Q9. What are the Do’s and Don’ts for telephonic conversation? Discuss.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.