

Total No. of Pages: 2**5108**

Register Number:

Name of the Candidate:

B.A. DEGREE EXAMINATION, May 2015**(ENGLISH AND COMMUNICATION)****(THIRD YEAR)****(PART – III)****730. COMMUNICATION SKILLS**

Time: Three hours

Maximum: 100 marks

SECTION – A**Answer any FIVE questions****(5 × 8 = 40)**

1. a) What are the elements of non-verbal communication?
b) How far does effective listening produce salutary results?
2. a) What are things you are expected to do “before” and “during” answering the telephone?
b) Write a note on the techniques to be used for a successful interview.
3. a) How far do visual aids facilitate communication?
b) Discuss “Scanning” and “Skimming” as essential skills for better reading.
4. a) What are the essential components of a report?
b) Write on the importance of vocabulary and ways of improving it.
5. a) What are the advantages and disadvantages in written and oral communication?
b) What are the merits and demerits of voice mail?
6. a) Write a note on preparing minutes of a meeting.
b) What are the procedures involved in completing an application form?
7. a) Write short notes on (i) Subject –verb agreement and (ii) prepositions.
b) Write a brief note on the parts of speech in English.
8. a) Explain the uses of comma and capitals in punctuation.
b) “Good dictation is only good writing out loud; and good writing is only good thinking well expressed”. Discuss.

SECTION– B**Answer any THREE questions****(3 × 20 = 60)**

9. a) How will you plan a letter?
(OR)
b) Explain the basic speaking skills.

10. a) Discuss the various processes involved in a successful interview.
(OR)
b) How can you prepare process involved in a successful interview?
11. a) How will you improve your reading comprehension?
(OR)
b) Explain how different types of notes are important features of business communication.
12. a) Describe the salient features of visual communication.
(OR)
b) Discuss the advantages and disadvantages of communicating in groups.
13. a) What are the common problems one faces while learning English language?
(OR)
b) Discuss the techniques involved in organising, running and taking part in meetings.
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