



DE-3701
First Year B. C. A. (Sem. I) Examination
March / April - 2016
Paper - 101 : Communication Skills

Time : 3 Hours]

[Total Marks : 70

Instructions :

(1)

<p>नीचे दशांशविक लिखनीवाणी विगतो उत्तरवडी पर अवश्य लिखनी. Fillup strictly the details of signs on your answer book.</p> <p>Name of the Examination : FIRST YEAR B. C. A. (SEM. I)</p> <p>Name of the Subject : PAPER - 101 : COMMUNICATION SKILLS</p> <p>Subject Code No. : 3 7 0 1 Section No. (1, 2,.....): Nil</p>	<p>Seat No. : □ □ □ □ □ □ □ □</p> <p style="text-align: center;">Student's Signature</p>
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(2) Figures to the right indicate full marks.

(3) Clearly mention the options you choose.

1. Explain with examples different ways of communicating any **three** of the following: (12)
- Answering requests and instructions
 - Formal and Informal Greetings and Introductions
 - Strong instruction as suggestion
 - Refusal to give permission

2. (a) You are unhappy with the content shown on the television broadcast of *Kids Ground* channel. Write a complaint letter showing your displeasure and requesting them to be more careful in choosing the contents for such channel. (12)

OR

2. (b) A clause in an agreement between the owner of the house and tenant mentions 3rd day of every month as the rent payment date. The tenant recently changed her job where she gets salary on the fifth day of every month. On behalf of the tenant, write a request letter to the landlord for changing the condition of the payment date in the agreement. (12)

3. Write short notes on any **two** of the following: (12)

- The physical aspects of a business letter
- 'Do's' and 'Don'ts' for preparing a presentation
- Strategies for improving discussion skills
- Humour in Writing

- 4.(a) Prepare an application along with resume in response to the following advertisement: (12)

CAREER OPPORTUNITY

Sumit Distillery Pvt. Ltd. is seeking to recruit competent, committed, self-motivated and an enthusiastic candidate for the following position:

INSTITUTIONAL SALES MANAGER – 01

- Master degree or equivalent from a recognized university with at least 5 years experience in relevant field
- Willing to travel extensively as per our product distribution network
- Knowledge of computer

Interested candidates may apply online within seven days:

www.sumitdistillery.org

OR

4. (b) What are the general principles of writing an effective business report? (12)
5. Do as directed: (12)

i. Make words with the following suffixes:

(a) – en

(b) – ant

ii. Use the following phrases in sentences of your own:

(a) Set off

(b) Dispose off

iii. They found her guilty of murder. (Turn into passive voice)

iv. None of us knew the way. (Add question tag)

v. It ____ (be) Kabir Khan. (Use the correct form of the verb)

vi. I sat ___ the fire because I had cold. (Insert preposition)

6. Develop a paragraph on the following topic: (10)

Traditional Class Vs An Online Class
