



RAN - 1908000402040001

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F.Y.B.B.A. (Sem.-II) Examination

March / April - 2019

Communication & Soft Skills - II

Time: 2 Hours]

[Total Marks: 50

સૂચના : / Instructions

નીચે દર્શાવેલ નિશાનીવાળી વિગતો ઉત્તરવહી પર અવશ્ય લખવી.

Fill up strictly the details of signs on your answer book

Name of the Examination:

F.Y.B.B.A. (Sem.-II)

Name of the Subject :

Communication & Soft Skills - II

Subject Code No.: 1908000402040001

Seat No.:

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Student's Signature

- (1) Indicate clearly the options you choose.
- (2) Figures to the right indicate marks.

Q. 1 Answer the following questions in brief: (Any Four) (12)

- 1) What was the problem that William Morris faced in his workplace one day?
- 2) Do you think Skavinski will remain at the lighthouse or will he resume his travelling? Why?
- 3) Why did the gas company issue the first memo regarding no advance payment of wages?
- 4) What news does Alf Agar bring at the end of the story "A Real Good Smile"?
- 5) Why does Govind Singh go to the X-ray institute?
- 6) What are the five stages of career growth in the locomotive shed?

Q. 2 Attempt any four of the following: (12)

- 1) What qualities should one possess in order to solve problems?
- 2) Why is the first impression very important during an interview?
- 3) What is adaptability? How does this skill help in organisation?
- 4) What role does smile play in human communication?

- 5) Your close friend fights with you in front of others. Specify verbal and non-verbal methods you would use to deal with the friend.
- 6) What is an enclosure? Give examples of enclosure.

Q. 3 (a) Sumeru Engineering Pvt.Ltd., Surat, have advertised for the post of a Personnel Manager required in their organisation. Draft a suitable resume to be sent for the post. **(10)**

OR

- (b) Draft an interview you have taken of a retired Store Supervisor of Alfa Electronics, who has a vast experience of the field.

Q. 4 (a) Expand any one of the following proverbs: **(06)**

- (1) A picture is worth a thousand words.
- (2) Times change and we change with time.

OR

As the General Manager in Zenith Insurance Pvt. Ltd., draft a memo to be given to Asst. Accountant for making mistakes inspite of oral warnings given earlier.

(b) Do as directed: (Any Ten) **(10)**

- 1) Give meaning of the word: royalty
- 2) The advocate handed over the file _____ the special judge.
(Insert appropriate preposition)
- 3) Finally, after a sleepless night, Varun _____ with a foolproof solution to the problem. (came in/ came out/came up)
- 4) 'look at' : Use the phrasal verb in a meaningful sentence.
- 5) Sumit is a very good singer. He has not been trained in the area.
(Join the sentences using appropriate conjunction)
- 6) Doctor and Surgeon (Bring out the difference in meaning by using the words in sentences)
- 7) The chief minister has given orders to the police to keep the situation under control. (Change the sentence into passive voice)
- 8) The teacher said, "a guest faculty will be visiting out college tomorrow."
(Change the sentence into indirect speech)
- 9) The students are waiting in the seminar hall. (Form a 'wh' question)
- 10) He ran fastly when the dogs started barking. (Correct the sentence)
- 11) The mother said you must come with me. (Punctuate the sentence wherever necessary)
- 12) Your college offers a campus placement service.
(Form a Yes/No question)