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F.Y. B.C.A. (Sem- I)

Examination December-2022

Communication Skills in English

Seat No:

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[Time: Three Hours]

[Max. Marks:70]

Instructions:

1. Figure to the right indicate full marks.
2. Indicate clearly the option you attempt.

Student's Signature

**Q.1 Answer the following. (Any Seven)**

**14**

- 1) What is Intra-personal communication?
- 2) What is Media communication?
- 3) Explain the steps to active listening.
- 4) Which thing hinders the process of communication?
- 5) What is a difference between hearing and listening?
- 6) List the types of reading.
- 7) What is the difference between intensive reading and extensive reading?
- 8) Define the term "Communication".
- 9) What is hard listening?
- 10) What are the techniques for effective listening?

**Q.2 (A) Draft a presentation with slides on any one of the given topic.**

**07**

- 1) Social Media Addiction
- 2) Leadership qualities

**(B) Write a dialogue between two brothers on life in a college hostel.**

**07**

**OR**

Ridham and Rutwan discuss about their ambition in life, draft a suitable conversation.

**07**

**Q.3 (A) Read the passage and answers the questions given below.**

**07**

Nutrition experts say that healthy eating is essential for us, not only to keep good health but also to do well in the class. What we do not realize today is that better food is actually equal to better learning in classroom. If you are unable to do well in class or not concentrate on your lessons, then a poor diet may be one of the factors responsible for it. Now-a-days we see so many children, digging into the wafer bags in the lunch break. But can this sort of junk food provide nutrition? A bag of chips is usually followed by a glass of soft drink. If taken frequently, all this is harmful for our health. There are possibilities that junk food may lead to a generation of unhealthy adults. Junk food

hardly contains any vitamins. It only contains a high amount of fat and unhealthy calories. Junk food and lack of physical activity can also lead to obesity. It can be hard to change your eating habits. It helps to focus on small changes. Making changes to your diet may also be beneficial if you have diseases that can be worsened by the things you eat or drink. Symptoms from conditions such as kidney disease, lactose intolerance, and celiac disease can all benefit from changes in diet. Balanced nutrition and regular exercise are good for your health. These habits can help you lose or maintain weight. Try to set realistic goals. Our immune system requires essential vitamins and minerals in order to function optimally. Eating a wholesome and varied diet ensures your immune system functions at peak performance and guards against illnesses and immunodeficiency problems.

- I. How is better food equal to better learning?
- II. What do the nutrition experts say?
- III. Does junk food provide nutrition?
- IV. What leads to obesity?
- V. Which disease one can control and get benefit from changes in diet?
- VI. What our immune system requires to function well?
- VII. What is good for health?

(B) Prepare a Blog on "The book I like the most".

07

**Q.4** (A) Draft a resume for the post of a front desk receptionist in a NGO emphasizing minimum qualification graduation with a good command over spoken English and communication skills.

07

**OR**

Prime IT Institute requires Assistant Professor in subject of IT. Draft a resume

07

(B) Make a precis of the following passage and suggest a suitable title.

07

Soft skills refer to both character traits and interpersonal skills that will influence how well a person can work or interact with others. The term soft skills cover a wide range of skills as diverse as teamwork, time management, empathy and delegation.

Soft skills are very important in business. It is essential to be technically sound, but one should also have the ability to convey the idea to the masses in the simplest possible manner. Some of the soft skills are: Interpersonal skills, team spirit, social grace, business etiquette, negotiation skills and behavioural traits such as attitude, motivation and time management.

In the initial years of career, technical abilities are important to get good assignments. However, when it comes to growing in an organization, it is the personality that matters. Some of the ways of developing soft skills are by being a part of team activities like joining an NGO, by observing one's own behaviour in the group, asking family members or close friends to write down the best and worst traits of your personality. This creates an awareness of the strengths and weaknesses.

Your technical skills alone are not enough to help you get a job or excel in your career. Employers judge your application partly based on your hard skills and partly on how well you utilize your soft skills to complement your technical expertise. A business development associate with unrivalled knowledge of their market and product will find it difficult to win business deals if they lack strong communication skills. So, it is important to use your soft skills to make your hard or technical skills valuable.

Soft skills are all about how you deal with people and present yourself. Soft skills can be enhanced simply by being aware of oneself and living consciously.

**Q.5 (A)** Draft a report to be submitted by the sales manager of a company on declining the sales of cosmetic products. **07**

**OR**

You are Arjun Trivedi working in food and drugs department, draft an informational report on mid-day meal scheme. **07**

**(B)** Though you have informed BSNL to change your address, you have been receiving your telephone bill at your old address for a long time. Write an Email to administrative officer of BSNL about it. **07**

**OR**

As a web-designer of a reputed company, send an Email to the client giving him outline and details about the website he had asked you to design. **07**