

**II Semester All UG Degree Courses Examination, May 2017**  
**Open Elective : SOFT SKILLS FOR ENGLISH COMMUNICATION**  
**(New)**

Time : 3 Hours

Max. Marks : 70

**SECTION – A**

- I. Answer any four of the following : **(5×4=20)**
- 1) What is the etiquette followed in telephone conversation ?
  - 2) Write a dialogue between the doctor and the medical representative.
  - 3) How do you approach the Bank Manager to open a bank account ? Write in a dialogue form.
  - 4) Write a dialogue between the clerk and the student enquiring the courses in the college.
  - 5) Write the importance of 'listening' in conversation.
  - 6) How do you improve your English by listening to the English news daily ?

**SECTION – B**

- II. Answer any four of the following : **(5×4=20)**
- 7) What is oral communication ? Explain.
  - 8) What kind of skills does the recruiter test in group discussion ?
  - 9) What are the precautions to be taken when facing an interview ?
  - 10) How does peer group conversation help in socialisation ?
  - 11) What is stress ? Give two examples.
  - 12) Mark stress for the following words : (stress mark)
    - a) collect
    - b) market
    - c) agony
    - d) college
    - e) complete.

**P.T.O.**



SECTION – C

III. Answer **any two** of the following : (10×2=20)

- 13) Write the format of an official letter.
- 14) Write a letter to the principal requesting leave for your brother's marriage.
- 15) Write a letter to the university giving all your details requesting correction of your marks card.
- 16) Send an email to the company HR of TCS asking information regarding the procedure of joining the job.

SECTION – D

IV. 17) Read the following passage carefully and answer the questions given below : (1×10=10)

Speech is of two kinds, formal and informal. We present formal speech methodically, whereas informal speech is often spontaneous. In most cases, the presenter of formal speech gets time to plan, organise, rehearse and even memorise the speech. It is quite common these days to use audio-visual aids to make presentations. Computers and LCD projectors are handy in making effective presentations. Presentations are made in forums such as conferences, seminars, workshops, meetings and even class rooms. This type of speaking closely resembles the written form of language. Although it is often stated that spoken language is not written language spoken out, in the case of presentations, the language has to have the characteristics of written language. For an effective presentation, matter and manner are both very important but the content has a slight edge over the manner of delivery.

- 1) What are the two kinds of speech ?
- 2) Which is spontaneous speech ?
- 3) How do you present a formal speech ?
- 4) What do you use in making presentations ?
- 5) Where are presentations made ?
- 6) What are the advantages for the presenter of formal speech ?
- 7) What are the important points for effective presentations ?
- 8) Do you feel formal presentation has the quality of the written form ?
- 9) Why do you call informal speech as a spontaneous one ?
- 10) Give a suitable title to the passage.