

Time - 3 Hours

Full Marks - 50

Read the instructions carefully before attempting questions from each group.

GROUP 'A'

Q. No. 1 Answer all the questions. Fill in the blanks with the correct alternative. [1x5=5]

- i. Our dress code is an example of _____ communication.
a) Verbal b) Non-verbal c) Written d) Spoken
- ii. Proxemics is _____.
a) Posture b) Eye contact c) Space Distance d) Body Language
- iii. Message is any signal that triggers the response of a _____.
a) Receiver b) Driver c) Sender d) Cleaner
- iv. Letter, e-mail, telephone are example of
a) Message b) Feedback c) Channel d) Encoding
- v. The process where information transferred to the receiver is interpreted is called _____.
a) Encoding b) Decoding c) Opening d) Closing

GROUP - B

- Q. No. 2 Write short notes on any two in about 50 words each.** [5x2= 10]
- a) Posture c) Visual Aids
 - b) Psychological Noise d) Intonation

GROUP - C

- Q. No. 3 Write short notes on any two in about 200 words each** [10x2=20]
- a) What is the role of environment in verbal communication ?
 - b) How hearing is different from listening ?
 - c) What are the different structures of presentation ?
 - d) How pronunciation practice is important for speaking ?

GROUP - D

- Q. No. 4 Write note on any ONE in about 250 words .** [15x1= 15]
- a) Explain 'Communication Accommodation Theory' with examples .
 - b) What are telephone etiquettes? Why these are important in our daily life ?

