
Q.-1. Answer the following question (Attempt any one) in about 1200 words. (14)

- (1) Write a letter of Enquiry about books.
- (2) Write Letters on Subject mentioned below. Letter about part execution of orders

Q.-2. Write answers to any one of the questions given below (in 1,200 words). (14)

- (1) What is Interpersonal communication? Discuss
- (2) Explain Formal Written Communication in detail.

Q.-3. Write answers to any one of the questions given below (in 1,200 words). (14)

- (1) Write a complaint letter about the product not as per the order.
- (2) Write a Sales Letter for air-purifier.

Q.-4. Write answers to any one of the questions given below (in 1,200 words). (14)

- (1) What is Paralinguistics? Explain Features of Paralinguistics.
- (2) Write a Letter of adjustment to the complaint about shortage of goods.

Q.-5. Write short notes on any three of the following topics. (9)

- (1) Discuss Characteristics of Communication.
- (2) Discuss the process of Reading.
- (3) Explain Appearance of Business Letter.
- (4) Discuss the tips for writing reply of an order letter.
- (5) Why Time, Place and Delivery time of goods is important to mention in Order Letter?

Q.-6. Choose the correct option (A, B, C, or D). (5)

(1) The _____ is the person who transmits the message.

- A) Receiver
- B) Sender
- C) Mediator
- D) None of the above

(2) Proxemics is a part of _____

- A) Verbal communication
- B) Non-verbal communication
- C) Both a and b
- D) none of the above

(3) Communication between Human being and nonhuman being is known as _____

- A) Extrapersonal communication
- B) Interpersonal Communication
- C) Intrapersonal communication
- D) None of the above

(4) Articulation is a part of _____

- A) Kinesics
- B) Proxemics
- C) Paralinguistics
- D) None of the above

(5) Communication starts with _____

- A) Decoding
- B) Sender
- C) Channel
- D) Feedback