

B.A. Semester V (General) Examination 2021 (CBCS)

Subject: English

Paper: SEC 3

Attempt either Section A or Section B

Section A: Technical Writing

Time: 2 Hours

Full Marks: 40

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

Answer **any eight** of the following questions:

5x8=40

1. Write short note on any *two* of the following:
 - a) Technical communication
 - b) Non-verbal communication
 - c) Cultural barriers in communication
 - d) Effective Listening
 2. Define communication. Explain different types of communication.
 3. Discuss the distinct features of speech.
 4. What makes technical writing different from other kinds of writing?
 5. What are the steps to be followed while writing a user manual?
 6. As the Games Secretary of your college, you attended a meeting with your Principal. Write the minutes of the meeting.
 7. Write a report on the Sanitization Programme recently conducted by the NSS unit of your college.
 8. Write a functional resume highlighting your skills for a job in your field.
 9. Write two paragraphs on the advantages and disadvantages of using Facebook, Twitter, YouTube, Snapchat, Whatsapp, etc. in our present time.
 10. Write an application with your CV in response to a newspaper advertisement for the position of a Sales Manager in a company.
-

Section B: Business Communication

Time: 2 Hours

Full Marks: 40

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

Answer **any eight** of the following questions:

5x8=40

1. Explain the term 'business communication'. When is the communication situation said to exist?
 2. What are the methods of horizontal communication in business organization?
 3. What is consensus? Discuss its merits and demerits.
 4. What are the steps involved in preparing a report?
 5. Write brief notes on (i) List of References (ii) Bibliography.
 6. What are the different types of minutes of a meeting? Explain with examples.
 7. Distinguish between intranet and internet.
 8. "E-mail is an electronic post-office." Explain this statement.
 9. What e-mail etiquettes need to be followed while sending or receiving mail?
 10. Mention two advantages and two disadvantages of oral presentations.
-