



A-3701

First Year B.C.A. (Sem. I) Examination

March / April – 2015

Paper - 101 : Communication Skills

(New Course)

Time : Hours]

[Total Marks : 70

Instructions :

(1)

| | |
|--|----------------------|
| नीचे दशांशविक निशानीवाणी विगतो उत्तरवही पर अवश्य कभवती. Fillup strictly the details of signs on your answer book. | Seat No. : |
| Name of the Examination : | <input type="text"/> |
| FIRST YEAR B.C.A. (SEM. I) | <input type="text"/> |
| Name of the Subject : | <input type="text"/> |
| PAPER - 101 : COMMUNICATION SKILLS (NEW) | <input type="text"/> |
| Subject Code No. : <input type="text" value="3"/> <input type="text" value="7"/> <input type="text" value="0"/> <input type="text" value="1"/> | <input type="text"/> |
| Section No. (1, 2,.....) : <input type="text" value="Nil"/> | |
| | Student's Signature |

(2) Figures to the right indicate full marks.

(3) Clearly mention the options you choose.

1 Explain with examples different ways of communicating any three of the following: **12**

- (i) Requests
- (ii) Granting Permission
- (iii) Greetings
- (iv) Requests as Instructions

2 (a) M/S Desai & Co. Nagpur, complained that the hats supplied by Modern Trading Co., Mumbai differed in many respects from the specification in the invoice. Write a conciliatory reply from the Modern Trading Co., Mumbai, stating what they propose to do to set things right. **12**

OR

(b) Prepare an inter office memorandum on the following: **12**
Employee who is inefficient or rather careless with respect to the given job role.

- 3 Write short notes on any two of the following: 10
- (i) Use of Visual aids
 - (ii) Role of dressing in the way it impacts communication
 - (iii) Five Principles of Communication
 - (iv) Discussion Etiquettes

- 4 (a) Write a letter of inquiry to Bell Printers Pvt. Ltd., 12
2/795 L, SN.Puram, Saratha Nagar, Sivakashi 626123,
Tamil Nadu, asking for quotations of various types of
printers.

OR

- (b) As the Purchase Manager of Arham Marketing Ltd, 12
write a letter to Calicut Motex Ltd. Bangalore, asking
for a copy of their latest catalogue of home appliances.
Ask for best trade terms assuring long term business
relationship.

- 5 Do as directed: 12

- (1) Give meanings of the following prefixes:
 - (i) Non -
 - (ii) Re -
- (2) Use the following phrases in sentences of your own:
 - (i) look after
 - (ii) show off
- (3) My friend likes to smell _____ eucalyptus leaves.
(Insert suitable article)
- (4) Change it. (Add question tag)
- (5) How you came? (Correct the error, if any)
- (6) She has a cookery book open _____ the table.
(Insert suitable preposition)

- 6 Develop a paragraph on the following topic. 12
India Shining
- _____