



R-1821

First Year B.C.A. (Sem. I) Examination  
March / April – 2007  
Communication Skills : Paper - 101

Time : Hours]

[Total Marks : 70

Instructions :

(1)

नीचे दशांशवैध निशानोंवाली विगतो उत्तरवही पर अवश्य लक्ष्यी.  
Fillup strictly the details of signs on your answer book.

Name of the Examination :  
F.Y. B.C.A. (Sem. I)

Name of the Subject :  
Communication Skills : Paper - 101

Subject Code No. : 1 8 2 1 Section No. (1, 2,.....) NIL

Seat No. : [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

Student's Signature

(2) Figure to the right indicate full marks.

(3) Clearly mention the options you choose.

1 Write a paragraph on any one of the following : 12  
(a) Women Empowerment  
(b) Need to divert Indian youth towards Yoga.  
(c) Glory of Indian Traditions.

2 (a) Thiru Govindrajan of Coimbatore complains of 12  
defects in the air-coolers supplied to him by Beekay  
Electrical Appliances of Chennai. As Sales Manager  
write a tactful letter to him pointing out that your  
company is unable to accept any liability till your  
representative has inspected the aircoolers.

OR

2 (a) Draft a report on behalf of the Works Manager for  
submission to the General Manager as a minor  
accident took place at the construction site of a new  
factory building

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[Contd...

- 3 Write short notes on any two of the following : 10
- Hints for attending telephone calls
  - Planing of content of a talk
  - Giving Feedback
  - Sender - oriented barriers to communication.
- 4 (a) How can one improve oneself to be a better listener? 12
- OR
- (b) Explain the stages for an effective speech.
- 5 Do as directed : 12
- Add suffix
    - Supply
    - Claim
  - CBI found - H-bomb from the bank. (Insert article)
  - English as well as Hindi and Sanskrit taught here. (Am/Is/are)
  - Reepal and not you have won the prize.  
(Improvize the sentence)
  - Give synonyms :
    - Accumulate
    - Loyal.
  - The cheque you deposited \_\_\_\_\_ us has been realized and the amount credited \_\_\_\_\_ your savings account. (Insert suitable prepositions)
- 6 (a) Prepare a dialogue between two friends discussing the importance of reading newspapers. 12
- OR
- (b) Write an application letter along with a resume to the Personnel Manager, C.G. Finance, New Delhi for the post of a Senior Accountant.