

FYBCA - I



MJ-3701

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

October / November – 2015

101 - Communication Skills

Time : 3 Hours]

[Total Marks : 70

Instructions :

(1)

नीचे दशांशिक निशानीवाणी विगतो उत्तरवही पर अवश्य लिखनी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	
• FIRST YEAR B. C. A. (SEM. 1)	
Name of the Subject :	
• 101 - COMMUNICATION SKILLS	
• Subject Code No. : 3 7 0 1 • Section No. (1, 2,.....) : 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) Asking and giving permission
(ii) First time introduction
(iii) Saying 'No'
(iv) Giving Orders

2 (a) In March, 2012 you purchased from Doe Insurance, a medical insurance policy in the name of your father who recently was admitted for a surgery of his paralysed left hand. You submitted the medical records of this incident with the insurance company. The amount of claim you received was not satisfactory in your view. Make a complaint to the company regarding the unfair settlement of insurance claim. **12**

OR

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1

[Contd...

- (b) Draft a letter of request for the re-scheduling of an appointment for interview of a candidate due to some unforeseen and unavoidable circumstance. The candidate explains his reason for the request with precise information for the recipient's consideration to allow the request. Recipient: Mr. Vishva Shah, Manager, HR Department, Fine Prospects Pvt. Ltd., Mumbai. **12**
- 3** Write short notes on any two of the following : **12**
- (a) Essentials of Business Letters
 - (b) Effective use of 'notes' during presentation
 - (c) Tips for effective speaking
 - (d) Responsibilities of a discussion leader
- 4** (a) As the General Secretary of college, you have been asked to survey the present condition of the college play ground and to give recommendations for its better care. Prepare a special report to be submitted to the Principal. **12**

OR

- (b) Prepare an application along with resume in response to the following advertisement: **12**

Expedia India

Requires a System Engineer having experience using automation tools to identify, isolate, troubleshoot and resolve application problems, working with minimum direction, managing multiple tasks and directional changes under short yet firm deadlines with a strong ability to work creatively and analytically.

Technical skills:

- Technical troubleshooting and performance tuning experience.
- Experience using Windows and/or Linux systems administration with scripting skills in Java, Shell, PHP, Perl, or Python.
- Experience in software development or automation platform engineering.
- Excellent analytical skills, coupled with a strong sense of responsibility, urgency and drive.

5 Do as directed : 12

(1) Make sentences to differentiate meanings of the following words :

Advise / Advice

(2) Use the following phrases in sentences of your own :

(a) Throw away

(b) Set in

(3) My sister has a beautiful voice. My sister never sings.

(Combine the pair of sentences to form a complex sentence)

(4) Sameer works for _____ Egyptian company which specializes in _____ information technology.

(Insert suitable article, if required)

(5) What will you do _____ five o'clock?

(Insert Preposition)

(6) Don't be late for dinner.

(Add question tag)

6 Develop a paragraph on the following topic: 10

An active student Vs A passive student