

(iii) The company has made no _____ this year.

(iv) The price of _____ has gone up.

(v) _____ was served soon after the dinner.

(b) Complete the text using *a/an, the*.

Sunita and Lalitha are looking for _____ new house in _____ town where they live. They like _____ house they're living in, but _____ rooms are too small, and it's difficult to find _____ parking-place. _____ street is noisy too. Sunita wants _____ bigger house away from the city-centre. They both want _____ house in _____ quiet part of _____ town.

(c) Write questions for the answers below:

(i) He writes about preventive health. (What?)

(ii) He goes out of town three to four times a month. (How often?)

5 + 5 + 2 = 12

9. The following passage contains mistakes, such as grammatical errors, wrong prepositions and conjunctions.

Identify the mistakes and rewrite the correct version of this passage.

When my parents finally reveal to me that my grandmother has battling liver cancer, I am twelve and I was angry--mostly with myself. They had wanted to protect me--only six years old in the time--from the complex but morose concept of death. However, when the end inevitably arrive, I wasn't trying to comprehend what dying is; I was trying to understand how I had been able to abandon my sick grandmother to favour of playing with friends and watching TV. Hurt that my parents has deceived me and resentful my own oblivion, I committed myself in prevent such blindness from resurfacing.

(1 × 12) = 12

BUSINESS ENGLISH (HMTS 1101)

Time Allotted : 3 hrs

Full Marks : 70

Figures out of the right margin indicate full marks.

*Candidates are required to answer Group A and
any 5 (five) from Group B to E, taking at least one from each group.*

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

Group – A (Multiple Choice Type Questions)

1. Choose the correct alternative for the following: **10 × 1 = 10**
- (i) The term 'Feedback' in the process of communication means
 (a) the sender has delivered the message
 (b) the receiver has received the message
 (c) the message has bounced back to the sender
 (d) the receiver sends a response after receiving the message.
- (ii) Pick out the incorrect statement
 (a) Communication is a two way process
 (b) Communication may be accomplished without using words
 (c) Intrapersonal communication means to communicate with your best friend
 (d) Report is an example of formal written communication.
- (iii) Which of the following is not a characteristic of a good report?
 (a) Simplicity (b) Objectivity
 (c) Accuracy (d) Completeness.
- (iv) Choose the word which best expresses the meaning of the given word
Brief
 (a) limited (b) small (c) little (d) short.
- (v) Choose the word which is the exact opposite of the given word
Enormous
 (a) soft (b) average (c) tiny (d) weak.
- (vi) Change the direct speech to reported speech
 'We wish we didn't have to take exams' said the children.
 (a) The children did not want to take exams
 (b) The children did not have to take exams

- (c) The children wished that they did not have to take exams
 (d) The children had wished that they did not have to take exams.
- (vii) Change the voice of the sentence — You can play with these cubs quite safely.
 (a) These cubs can be played with quite safely
 (b) One can play with these cubs quite safely
 (c) It is safe to play with these cubs
 (d) These cubs are safe to play.
- (viii) Choose the correct preposition.
 She looked up _____ him.
 (a) an (b) by (c) at (d) in
- (ix) Spot the incorrect sentence.
 (a) One cannot make an omelette without breaking eggs
 (b) She said that she has bought the flower
 (c) Find out how she spells her name
 (d) Kiran is not happy with her performance and feels she could have done better.
- (x) Choose the correct form of the verb to fill in the blanks.
 Ram _____ to school. (walk/walks)

Group – B

2. Write a short note on any two of the following:
 (i) Effective communication
 (ii) Importance of feedback
 (iii) Noise
 (iv) Interpersonal communication.
- 6 + 6 = 12**
3. Explain any one model of communication that you have studied. Provide suitable examples.
- 12**

Group – C

4. Assume yourself to be the Chief purchase officer of a start-up company and you plan to start a new branch. Write a letter seeking quotation for the various items required to set up the new branch.
- 12**
5. (a) Write a memo informing all the workers of your factory about the new rules to be implemented from 31st October, 2019 to improve productivity. (Hint-new timings, more shifts, incentive scheme etc.)

- (b) As GM of Lupin Pvt. Ltd. write a meeting notice along with an agenda to the Project Heads inviting them to a discussion on spending an allocated budget for the company's CSR activities.

4 + 8 = 12

Group – D

6. Provide synonyms of the underlined words and make meaningful sentences of your own with the synonyms.
- Punctually at midday he opened his bag and spread out his professional equipment, which consisted of a dozen cowrie shells, a square piece of cloth with obscure mystic charts on it, a notebook, and a bundle of palmyra writing. His forehead was resplendent with sacred ash and vermilion, and his with a sharp abnormal gleam which was really an outcome of a continual searching look for customers, but which his simple clients took to be a prophetic light and felt comforted. The power of his eyes was considerably enhanced by their position placed as they were between the painted forehead and the dark whiskers which streamed down his cheeks: even a half-wit's eyes would sparkle in such a setting.
- (6 × 2) = 12**
7. Read the poem and answer the following questions:

Like a joy on the heart of a sorrow,
 The sunset hangs on a cloud;
 A golden storm of glittering sheaves,
 Of fair and frail and fluttering leaves,
 The wild wind blows in a cloud.

Hark to a voice that is calling
 To my heart in the voice of the wind:
 My heart is weary and sad and alone,
 For its dreams like the fluttering leaves have gone,
 And why should I stay behind?

- (i) What is the main idea of the poem?
 (ii) Pick the lines where simile has been used and explain the point of comparison.
 (iii) Which figure of speech has been used in the fourth line of the poem?

(6 + 4 + 2) = 12

Group – E

8. (a) Fill in the blanks choosing the correct words from the list given below:
 Diary, dairy, quiet, quite, profit, prophet, patrol, petrol, desert, dessert.
 (i) Cow's milk is sold at this _____.
 (ii) He likes _____ surroundings.