

- (vii) Change from indirect to direct speech.  
He said he charged only three paisa per question.  
(a) "I can charge three paisa per question."  
(b) "For each of the question I ask, I charge three paisa."  
(c) "I charge only three paisa per question."  
(d) "I used to charge three paisa for a question."
- (viii) Change from active to passive voice.  
She watched the mysterious movements of the man.  
(a) The mysterious movements of the man are watched by her.  
(b) The mysterious movements of the man were watched by her.  
(c) The mysterious movements of the man were being watched by her.  
(d) The mysterious movements of the man were to be watched by her.
- (ix) Change from passive to active voice.  
An explanation was demanded by her.  
(a) She always demanded the explanation.  
(b) She had demanded an explanation.  
(c) She demanded an explanation.  
(d) She demands an explanation.
- (x) Correct the sentence.  
He had took out a pinch of sacred ash.  
(a) He take out a pinch of sacred ash  
(b) He took out a pinch of salt.  
(c) He could take out pinch of ash.  
(d) He has to take a pinch of sacred ash.

**Group - B**

2. (a) Describe the process of communication. Elaborate on the stages of communication.
- (b) Expatiate on what you understand by the following terms:  
i) Kinesics  
ii) Chronemics

**6 + 6 = 12**

3. (a) Draw the Shannon-Weaver Mathematical Model of Communication (1949). Write three disadvantages of the model.
- (b) What do you understand by barriers to effective communication? Mention four organisational barriers.

**6 + 6 = 12**

- and he knew no more of what was going to happen to others than he knew what was going to happen to himself next minute.
- (b) To a villager it is a great deal, as if an ocean flowed between.
- (c) "Sounds like the Arabian Nights," said Mrs. White, as she rose and began to set the supper.
- (d) The candle end, which had burnt below the rim of the china candlestick, was throwing pulsating shadows on the ceiling and walls, until, with a flicker larger than the rest, it expired.

**3 + 3 + 3 + 3 = 12**

**BUSINESS ENGLISH  
(HMTS 1102)**

**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) Synonym of mystic is  
(a) magical (b) unequivocal  
(c) obvious (d) accessible.
- (ii) Antonym of forbidding is  
(a) alarming (b) intimidating  
(c) benign (d) formidable.
- (iii) Synonym of solemn is  
(a) dignified (b) frivolous  
(c) silly (d) flighty.
- (iv) Choose the correct article.  
He had ..... working analysis of mankind's trouble: marriage,  
money, and ..... tangles of human ties.  
(a) a, the (b) an, a (c) the, the (d) a, an.
- (v) Synonym of oppressive is  
(a) excruciating (b) easy  
(c) light (d) soft.
- (vi) Change from direct to indirect speech  
"Will you give me five rupees?" The astrologer asked the man.  
(a) The astrologer asked the man if he will give five rupees.  
(b) The astrologer asked the man if he would give him five rupees.  
(c) The astrologer said to the man if he can give five rupees.  
(d) The astrologer asked to the man if he should give five rupees.

**Group - C**

4. (a) As the Training Consultant of Infosys Technologies Ltd. write a reply to an enquiry letter sent by the HR Manager of Heritage Institute of Technology-Kolkata seeking information on Faculty Development Programmes.
- (b) As the Purchase Officer of the Heritage College write an e-mail to the Head of the Department of English informing about the system-generated indent raising process for a list of items to be bought by the newly opened department. Assume necessary details.
5. (a) As the President of New Lights NGO write a letter report to the Councillor of your area describing the educational needs of the underprivileged children of the neighbouring slums based on a survey conducted and include recommendations.
- (b) As the HR Manager of HCL write a disciplinary memo to a few employees warning them against the misuse of intranet facilities and server space.

**6 + 6 = 12****6 + 6 = 12****Group - D**

6. Read the below stanza carefully and answer the questions that follow.  
 Continuous as the stars that shine ..... (Line 1)  
 And twinkle on the milky way, ..... (Line 2)  
 They stretched in never-ending line..... (Line 3)  
 Along the margin of a bay: ..... (Line 4)  
 Ten thousand saw I at a glance, ..... (Line 5)  
 Tossing their heads in sprightly dance..... (Line 6)
- (a) Identify the figures of speech in Lines 1 and 6.  
 (b) Explain these 2 figures of speech with reference to the stanza.  
 (c) What is the rhyme scheme in the stanza?  
 (d) Replace 'tossing' and 'sprightly' (Line 6) with suitable synonyms.

**3 + 5 + 2 + 2 = 12**

7. Read the poem carefully and answer the questions that follow.

I think that I shall never see  
 A poem lovely as a tree.  
 A tree whose hungry mouth is prest

**Group - C**

4. (a) As the Training Consultant of Infosys Technologies Ltd. write a reply to an enquiry letter sent by the HR Manager of Heritage Institute of Technology-Kolkata seeking information on Faculty Development Programmes.
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7. Read the poem carefully and answer the questions that follow.

I think that I shall never see  
 A poem lovely as a tree.  
 A tree whose hungry mouth is prest

Against the earth's sweet flowing breast;  
 A tree that looks at God all day,  
 And lifts her leafy arms to pray;  
 A tree that may in summer wear  
 A nest of robins in her hair;  
 Upon whose bosom snow has lain;  
 Who intimately lives with rain.  
 Poems are made by fools like me,  
 But only God can make a tree.

- (a) Identify and explain the most prominent figures of speech running through the poem.
- (b) In a nutshell, present the idea of the poem.
- (c) Identify rhyme scheme of the poem.

**5 + 5 + 2 = 12**

**Group - E**

8. Rewrite the following dialogues containing literary expressions without losing the dramatic effect created in the context of the play, *Lithuania*:

- (a) Stranger  
Don't you see that you'll only grow hard and worn here; stiffer and duller every day; working, working, working; then you'll be like your mother; and at last you'll shrivel and be ugly; and then you'll die.
- (b) Father  
No. There's a curse on these woods. There's not a hare nor a bird in them. They're as quiet as the dead.
- (c) Vodka-shopkeeper  
That's it. O, he's all right. He won't hurt himself. You should 'a seen him, hopping along in the mud like a lame hare.
- (d) Father  
There's no living off this land.

**3 + 3 + 3 + 3 = 12**

9. Elucidate the following expressions in your own words in the context of the short stories:

- (a) It was a bewildering criss-cross of light rays and moving shadows. This suited the astrologer very well, for the simple reason that he had not in the least intended to be an astrologer when he began life;

Against the earth's sweet flowing breast;  
 A tree that looks at God all day,  
 And lifts her leafy arms to pray;  
 A tree that may in summer wear  
 A nest of robins in her hair;  
 Upon whose bosom snow has lain;  
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- (a) Identify and explain the most prominent figures of speech running through the poem.
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