

Full Marks : 70

Candidates are required to answer Group A and

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) Antonym of Enormous is
(a) weak (b) average (c) soft (d) tiny.
- (ii) In an office, an employee communicates horizontally with his _____
(a) superiors (b) subordinates
(c) colleagues (d) assistant.
- (iii) Choose the word which best expresses the meaning of the given word.
Abundant
(a) Ripe (b) Cheap (c) Plenty (d) absent.
- (iv) Non-verbal Communication does not include
(a) silence (b) space (c) gestures (d) words.
- (v) Which of these are to be avoided in any style of writing?
(a) Truth (b) Clarity (c) Compassion (d) Dishonesty.
- (vi) A writer must not convey information with _____
(a) precision (b) clarity (c) randomness (d) truth.
- (vii) Choose the correct statement
(a) Reports are subjective representation of facts
(b) Business Reports are formal, official documents
(c) All reports follow the same format
(d) All reports are investigative reports.
- (viii) A complaint letter seeks action-oriented response
(a) True (b) False.
- (ix) Eye contact with the audience while speaking is an essential attribute of a good speaker
(a) True (b) False.

Group – B

2. Write an essay on the different types of communication. Provide suitable examples for each type of communication.
- (6 + 6) = 12**

3. Write short notes on **any two** of the following:
(i) Process of Communication (ii) Noise in communication (iii) Notice, Circular and Memo.
- 6 + 6 = 12**

Group – C

4. Assuming that you are the Purchase Officer of 'Speak Well' training institute of Madhavpur, Bareilly. Place an order for the following items with 'Furniture Mart', Ameerpet, New Delhi:
Office Tables and Chairs-5, Ordinary Chairs-20, Wooden desks-30, Steel almirahs-5, file racks-20, computer tables-10.
Invent necessary details regarding size, shape, colour etc. **12**
5. Assume that you have planned to apply for various posts. You have just completed your Post-graduation. You have secured first rank. You have received a gold medal in your Post-graduation, participated in extra-curricular and co-curricular activities and received many prizes. Now prepare a CV. **12**

Group – D

6. Read the following poem and answer the questions that follow:
Raindrop
*This leaf, so complete in itself,
Is only part of the tree.
And this tree, so complete in itself,
Is only part of the forest.
And the forest runs down from the hill to the sea,
And the sea, so complete in itself,
Rests like a raindrop
In the hand of God.*

- (i) Explain the main idea of the poem.
- (ii) Give the rhyming scheme of the poem.
- (iii) Identify one figure of speech and explain.

3 × 4 = 12

7. Read the following passage and answer the questions that follow:

Sports Create Goodwill

I am amazed when people say that sport creates goodwill between nations, and that if people of the world could meet one another at football or cricket, they would have no inclination to meet at the battlefield. In reality, however, sporting contests lead to orgies of hatred. Nearly all sports today are competitive and you do the utmost to win. Rarely are there occasions when you play simply for the fun and the exercise; but as soon as the question of prestige arises, as soon as you feel that you and some larger unit will be disgraced if you lose, the most savage combative instincts are aroused. Anyone who has played in a school football match knows this. At the international level, sport is mimic warfare. But the significant thing is not the behaviour of the players but the attitude of the spectators, and behind them the nations who seriously believe that running, jumping or kicking a ball are tests of national virtue. Even the leisurely game like cricket demanding grace rather than strength can cause ill will.

Fierce passions prevail during football matches. At the first big football match in Spain, spectators threw bottles, tins and whatever else they could lay their hands on, at the opposite side's players. As soon as strong feelings of rivalry are aroused, the notion of playing according to the rules vanishes. People want to see one win and the other humiliated. Even when the spectators don't intervene physically they try to influence the game by 'rattling' the opposing players with boos, insults and noise. Serious play has nothing to do with fair play. It is bound up with hatred, jealousy, boastfulness, disregard of the rules and sadistic pleasure in witnessing violence. In other words it is war minus the shooting.

- (i) When do sports become combative?
- (ii) What does the author mean by 'mimic warfare' in the context of the passage?
- (iii) What example of violence in the field does the author use to prove his point?
- (iv) How do spectators behave? Why?
- (v) What is the stand of the author in this passage? Do you agree or disagree with him? Support your answer with examples.
- (vi) What does the author mean by the phrase "it is war minus the shooting"?

6 × 2 = 12

Group - E

8. Compose separate sentences containing the following pairs of similar words in such a way so as to give a clear indication of the difference in their meanings.
- (i) Passenger and traveller (ii) ask and beg (iii) tour and voyage.

3 × 4 = 12

9. (a) Keeping in view the elements of effective letter writing style, rewrite the following extract taken from a business letter.
- Consequent upon being in the receipt of a numerous complaints for a host of our regular customers, it is to be brought to your notice that the highlighters send to our stationery stores have performed abysmally, much of course to our surprise, as the product sent this time is nowhere comparable to the kind of quality your reputed company has prided itself in offering to its clientele.
- (b) Do as directed:
- (i) I am _____ a fix, please help me. (use appropriate preposition)
 - (ii) You _____ clarify this with your boss first. (use appropriate modal verb)
 - (iii) I _____ (think) of inviting all my close friends for dinner. (use appropriate form of verb given in the bracket)
 - (iv) The Guptas live far from the city centre, _____ they don't get many visitors. (use appropriate linking word).

8 + 4 = 12