

This question paper contains 1 printed page|

**C—3—2019**

**FACULTY OF ARTS**

**B.A. (F.D.) (First Year) (First Semester) EXAMINATION**

**OCTOBER/NOVEMBER, 2019**

**(Old Course)**

**ENGLISH**

**(Business Communication)**

**(Thursday, 14-11-2019)**

**Time : 10.00 a.m. to 12.00 noon**

*Time—2 Hours*

*Maximum Marks—40*

*N.B. :— (i) Q. No. 1 is compulsory.*

*(ii) Figures to the right indicate full marks.*

1. Attempt any *five* of the following questions in *two* or *three* sentences each : 10

- (a) What are the physical barriers in communication ?
- (b) Give *two* examples of salutation in formal letter.
- (c) What is the importance of feedback in communication ?
- (d) What is 'decoding' in communication ?
- (e) Give *one* example each of formal and informal greeting.
- (f) What is communication ?
- (g) Give *two* expressions of polite request.

Attempt any *three* of the following questions.

- 2. Differentiate between animal and human communication. 10
- 3. Write a curriculum vitae of an imaginary candidate. 10
- 4. What is communication ? Discuss the barriers of communication. 10
- 5. Make a newspaper advertisement of a newly launched fashion store. 10
- 6. Write a paragraph on 'Swachh Bharat Abhiyan'. 10

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