

[This question paper contains 6 printed pages.]

Sr.No. of Question Paper : 3772B FC Your Roll No.....

Unique Paper Code : 72032806

Name of the Paper : English C

Name of the Course : **Ability Enhancement Compulsory Course – I**

Semester : I

Duration : 3 Hours

Maximum Marks : 75

**Instructions for Candidates**

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt **ALL** questions.

1. Say whether the following are True (T) or False (F). Give one reason or example in support of your answer. (10)
  - (a) Noise is a common psychological barrier for good communication.
  - (b) It is good to show anger and impatience when you want others to listen to you.
  - (c) All messages can and should be sent by post or by email.
  - (d) It is important to be aware of cultural difference in today's global world.
  - (e) Diagonal communication takes place between people who work in different levels and departments within an organization.
  - (f) When relationship between people is good, communication may break down.

P.T.O.

- (g) Most companies use advertisement and brochure for internal oral communication.
- (h) Cost, safety and urgency are important factors in choosing the channel of communication.
- (i) "Get up! This is my seat! ?" is a polite request.
- (j) Feedback is an essential element in the process of communication.
2. Based on your knowledge of Units 1 and 2, fill in each blank by choosing the most appropriate word from the box below. Use each word only once. (10)

**Barriers Process Visual Listener Kinesics Face to face Vertical  
Strangers Social Written**

- (i) Communication is primarily a \_\_\_\_\_ activity
- (ii) We spend a lot of time talking with friends, relatives, colleagues, even \_\_\_\_\_ .
- (iii) People like \_\_\_\_\_ communication because it is simple and direct.
- (iv) \_\_\_\_\_ refers to the non-verbal communication made by movement of different parts of the body like arms, eyes, etc.
- (v) \_\_\_\_\_ signs catch our attention easily and help those who cannot read.
- (vi) The \_\_\_\_\_ of communication starts when a sender send a message to someone who receives it.
- (vii) A good communicator is not only a good speaker but a good \_\_\_\_\_ .

- (viii) \_\_\_\_\_ communication has stronger legal implication and is taken more seriously than spoken communication.
- (ix) One of the biggest \_\_\_\_\_ of communication is not knowing a common language.
- (x) When a message or information comes from the boss downwards to those at lower levels, it is called \_\_\_\_\_ communication.

3. Read the passage given below and answer the questions that follow : (10)

Learning languages has always been a very important skill. Sailors, merchants, saints, scholars, administrators, soldiers have always spoken many languages. People who travel need to learn languages quickly. It can become a question of life and death for them. A traveler needs to buy or get food, he needs to tell that he does not mean harm. He can do this only if he learns the host's language. Though people can use gestures and sign language, it cannot express all the information accurately. Just as different cultures have different languages, they have widely different gestures. This can lead to misunderstandings.

In modern times, learning languages is both necessarily and easy. There are many simple ways of learning a foreign language quickly. Firstly, you can join language courses both in your own country or in the country that language is spoken. Living among the native speakers of the foreign language is a great advantage. Since you have native speakers all around you all the time, you pick up the language much faster. Those who do not want to travel abroad, can pick up the language from books, films, U tube videos and websites. All you need is strong will power and motivation to learn!

- (i) Who are the people who have felt the need to learn foreign languages ?
- (ii) What can lead to misunderstandings ?
- (iii) List two ways of learning a foreign language ?
- (iv) What is the advantage of living in a country among native speakers ?
- (v) What are the most important factors that make people learn a foreign language well ?
3. (a) Write a brief summary of the passage in Q2 above. Write it in about 8-10 sentences and in about 80-90 words. (5)
- (b) Explain the difference between source language and target language. (5)

**OR**

Translate the following sentences into Hindi :

- (i) What do you think made Asha so angry ?
- (ii) Insert one rupee coin to operate.
- (iii) Would you like to have a cup of coffee ?
- (iv) Thank you, Ashok. It was kind of you to drop me home.
- (v) Buy one, get one free.
4. (a) Study the short dialogues given below. Match what A says In Column A with an appropriate response from B in Column B : (5)

Column A	Column B
(i) Good morning, how can I help you ?	(a) It was nice talking to you too. Bye!
(ii) Can you bring you a cup of coffee, please ?	(b) Someone just stole my cellphone!
(iii) Hi Sunita! Why are you looking so sad ?	(c) You mean my name ? Yashika. Y-A-S- H-I-K-A.
(iv) Sorry! I didn't get that.	(d) Sure. Thanks!
(v) It was nice talking to you.	(e) Can you tell me the way to the wash room, please.

(b) Complete the short turns of dialogue. One example has been done for. you.

(10)

Example : A: Do you live alone ?

B: No, we are group of friends who are staying together. We study in different colleges.

(i) A: Have you ever been to Kashmir ?

B: .....

(ii) A: Do you really want to attend this class ?

B: .....

(iii) A: Can you tell me how to reach the nearest Metro Station ?

B: .....

(iv) A: I heard that you were looking for a job.

B: -----

(v) A: Do you know Rohit broke his arm on a road accident ?

B: -----

5. You had bought an item which you now want to return because there is a major defect in it. But the shopkeeper is not willing to take it back. Write a letter explaining the matter to the Manager. State clearly what you want him to do.

(10)

6. As a member of the college Students' Union, write a report to the Principal on the facilities and problems in your college canteen. Suggest what should be done to improve the situation.

(10)