

- N.B. :** (1) Question No. 1 is **compulsory**.
 (2) Attempt any **four** questions out of the remaining **six** questions.
 (3) **Figures** to the **right** indicate marks.
 (4) Answers to **all** the sub.questions should be attempted and grouped **together**.

Q1. Write short notes on any 03 of the following: (05 each)

- A) Prejudice and closed mind as barriers to communication
 B) Video-conferencing
 C) Art of public speaking
 D) Gestures and facial expressions
 E) Advantages and disadvantages of Horizontal communication
 F) Letterhead in official correspondence

Q2. A. Communication is the process of sending and receiving information. Explain the Communication process, in the light of this statement Draw the communication cycle to support your answer. (08)

Q2. B. Clarity, Conciseness, correctness and courtesy are some of the basic principles used in letter writing. Discuss the language and style used in technical writing and official correspondence in the light of the above statement giving examples for each of them. (07)

Q3. A. Write down a letter of enquiry for leather purses, bags and other goods asking for all details regarding variety, quality, colour and price list e.t.c. for a shop you are opening in a developing node of your city. Use a modified block form for your letter. (09)

Q3.B. Give definitions for any three
 Microscope, Drill, File, Welding, Stapler (06)

Q4.A. Write down a reply for the enquiry you have received for furniture items from a new educational institution which is opening in your town shortly. Give all details regarding quality, material used, type and cost involved and make a quotation for the same. Use a semi block form for your letter. (09)

Q4.B. Write a set of about 10 to 15 instructions for:
 Changing the tube of a tube light OR Drilling holes in a wooden plank (06)

Q5.A. Draft an order letter for stationery items you need for your new office in a prime location of your city. Give all details regarding the same in response to the quotation you have received from the supplier.(09)

Q5.B. Write brief answers explaining the use, importance and structure of **any two** of the following: (06)

1. Subject line in a letter
2. A.I.D.A. principles of letter writing
3. Signature block in official letters
4. Dateline

Q6.A. You are dissatisfied with the garments consignment you have received from a supplier. Write down a claim letter for the same and mention the details regarding the problem. Write the letter in a format of your choice and mention the format you have used (09)

Q6.B. Match the following: (06)

- | | |
|------------------|--|
| 1.You attitude | Principle of letter writing |
| 2.Warning | For Information |
| 3.Caution | Instrument to see minute objects clearly |
| 4.Left alignment | fast in face to face communication |
| 5.Courtesy | Instrument used for increasing the voice volume |
| 6.Dateline | Optional part |
| 7.Subject line | No Ordinals |
| 8.C.C. | Reader's point of view |
| 9.Feedback | Complete block form |
| 10.Microphone | Instrument to see distant objects clear |
| 11.Telescope | Do not operate the grinder for more than 2 minutes at a time |
| 12.Microscope | Wear slippers while changing a fuse wire. |

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Q7. Read the following passage carefully and -

- a. Answer the multiple choice questions for comprehension by choosing the correct option (01 each)
- b. Attempt a summary of the following passage and maintain the sequence of the paragraphs as in the original passage (09)

Technical vocabulary or Terminology is an intrinsic part of every profession. As a profession evolves, certain terms and words tend to establish themselves as nomenclature for that specific profession. Over time, more and more people practicing the same trade or art, use these terms to communicate effectively. Thus these technical terms become a part of the profession.

Every profession or trade, every art and every science has its technical vocabulary, the function of which is partly to designate things or processes which have no names in ordinary English, and partly to secure greater exactness in nomenclature. Such special dialects, or jargons, are necessary in technical discussion of any kind. Being universally understood by the devotees of the particular science or art, they have the precision of a mathematical formula. Besides, they save time, for it is much more economical to name a process than to describe it. Thousands of these technical terms are very popularly included in every large dictionary. Yet as a whole, they are rather on the outskirts of the English language than actually within its borders.

Different occupations however differ widely in the character of their special vocabularies. In trades and handicrafts and other vocations, like farming and fishing, that have occupied great numbers of men from remote times, the technical vocabulary is very old. It consists largely of native words, and borrowed words that have worked themselves into the very fibre of our language. Hence, though highly technical in many particulars, these vocabularies are more familiar in sound, and more generally understood, than most other technicalities. The special dialects of law, medicine, divinity and philosophy have also, in their older strata, become pretty familiar to cultivated persons, and have contributed much to the popular vocabulary. Yet every vocation still possesses a large body of technical terms that remain essentially foreign, even to educated speech. And the proportion has been much increased in the last fifty years, particularly in the various departments of natural and political science and in the mechanic arts. Here new items are coined with the greatest freedom and abandoned with indifference when they have served their turn. Most of the new coinages are confined to special discussions, and seldom get into general literature of conversation. Yet no profession is nowadays, as all professions once were, a closed guild. The lawyer, the physician, the man of science, the cleric, associates freely, with his fellow creatures, and does not meet them in a merely professional way. Furthermore, what is called 'popular science' makes everybody acquainted with modern views and recent discoveries. Any important experiment, though made in a remote or provincial laboratory, is once reported in the newspapers and everybody is soon talking about it- as in the case of the Roentgen rays and wireless telegraphy. Thus our common speech is always taking up new technical terms and making them common place.

1. The author implies that
 - a. Technical terms have no influence on common speech
 - b. A vocabulary of one occupation is not similar to another
 - c. Common words cannot describe technical processes
 - d. Technical terms are used so that the common man does not understand the occupation
2. The passage is primarily concerned with
 - a. A new language
 - b. Technical terminology
 - c. Various occupations and professions
 - d. Scientific undertakings
3. Technical vocabulary is very old in which of the following fields?
 - a. Law
 - b. Fishing
 - c. Physics
 - d. Medicine
4. The author's main purpose in the passage is to
 - a. Describe a phenomenon
 - b. Argue a belief
 - c. Propose a solution
 - d. Stimulate action
5. Special words used in the technical discussion
 - a. Never last long
 - b. Should be confined to scientific fields
 - c. Should resemble mathematical formulae
 - d. May become part of common speech
6. The writer of this article is
 - a. In favour of technical vocabulary
 - b. Against technical vocabulary
 - c. Unconcerned about the changes in common speech
 - d. Skeptical about technical vocabulary

B. Write a summary of the above passage in about 175 words maintaining the paragraph sequence as in the original.
