

Seat No.: _____



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SARDAR PATEL UNIVERSITY
TYBA (Semester V) Examination
Friday, November 18, 2022
10:00 am - 01:00 pm
UA05DENG21
Applied English for Communication

Notes:

Total Marks: 70

1. Figures to the right indicate full marks.
2. Mention clearly the option you attempt.

- Q 1 Discuss the etiquette of receiving a call with examples.
(OR) (17)
- Q 1 Comment on the etiquette of placing a call.
- Q 2 Write a note on the techniques of effective time management.
(OR) (18)
- Q 2 Discuss advantages and causes of poor time management.
- Q 3 Explain *When* and *How* to say no with examples.
(OR) (17)
- Q 3 Write a detailed note on the different punctuation marks with their significance.
- Q 4 Write short notes on **ANY TWO** of the following. (18)
1. Short Message System (SMS)
 2. Setting goals for time management
 3. How to say no to the Boss
 4. Conference Call Etiquette

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