

[A-79]

SARDAR PATEL UNIVERSITY
TYBA (External) Examination
Friday, July 16, 2021
02:00 pm - 04:00 pm
TYBAAEC300
Applied English for Communication

Total Marks: 70

Notes:

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

- Q 1 Explain the techniques the one should follow to be successful at a negotiation.
(OR) (18)
- Q 1 Write a note on the etiquette that one should follow while receiving or placing a call for business purposes.
- Q 2 Explain in detail the critical thinking with relevant examples.
(OR) (17)
- Q 2 Discuss the situations when one should say NO.
- Q 3 Define emotional skills with relevant examples.
(OR) (18)
- Q 3 Explain the techniques of effective time management.
- Q 4 Write a note on the etiquette one should follow while using SMS for professional communication.
(OR) (17)
- Q 4 Discuss the advantages time management and causes of poor time management.
