

SEAT No. _____

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SARDAR PATEL UNIVERSITY
T.Y.B.A (Fifth Semester) Examination (CBSC)
2nd January, 2021, Saturday
UA05DENG21: Applied English for Communication

10.00 a.m. to 12.00 p.m.

Total Marks 70

Note: Figures to the right indicate full marks.

Mention clearly the option you attempt.

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Q-1. Answer Any Two of the following: (40)

Q-1. Discuss in detail essential rules of the telephonic etiquettes that one should keep in mind while receiving and placing a call.

Q- 2. Time management is a science that necessarily involves some techniques. Discuss each of them with an appropriate example.

Q- 3. "Though the word 'no' denotes a negation, to use it in a manner that sustains the democratic nature of relationship requires a special sense of verbal discussion." – Discuss

Q- 4. Write in detail about types of punctuation marks with proper elaboration with example.

Q- 2. Answer Any Two of the following: (30)

- (1) Advantages of Time Management
- (2) Conference Call Etiquettes
- (3) Cause for Poor Time Management
- (4) Importance of Punctuation Marks

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[1]