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SEAT No. _____

No. of Printed Pages : 1

SARDAR PATEL UNIVERSITY
F.Y.B.A. (Second Semester) EXAMINATION
2nd April' 2019 (CBCS)
10.00 p.m. to 1.00 p.m.
UA02SENG22- Paper-22
Communication skills-2

Total Marks:70

Note: (1) Figures to the right indicate full marks.
(2) Mention clearly the option you attempt.

Q-1 What is non-verbal communication? Discuss in detail kinesics. [17]

OR

Q-1 Write notes on the following:

- 1) Proxemics
- 2) Chronemics

Q-2 What is Presentation? Explain planning and outlining as the first two important steps of making presentation effective. [18]

OR

Q-2 Write notes on the following:

- 1) Use of visual aids in presentation
- 2) Structuring

Q-3 What is telephonic conversations? Discuss in detail some of the techniques for effective telephonic conversation. [17]

OR

Q-3 Discuss in detail essentials of a good dialogue writing.

Q-4 Prepare a conversation between interviewer and candidate for the post of an English teacher. [18]

OR

Q-4 Draft a dialogue between two friends on the choice of their career.

— X —
(1)