

SEAT No. \_\_\_\_\_

No. of Printed Pages: 1

[18]

**SARDAR PATEL UNIVERSITY**  
**B.A. III SEMESTER EXAMINATION (CBCS)**  
**12<sup>th</sup> Jan' 2021**  
**Communication Skills UA03SENG22**

**Total Marks:70**  
**10.00 a.m. to 12.00 p.m.**

**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]

- 1) What is listening? State the qualities of a good listener.
- 2) Define the term communication and discuss various levels of communication with examples.
- 3) Comment on various essentials of letter writing.
- 4) Enlist varied Strategies to develop Reading Comprehension Abilities.

Q-2 Write short notes on Any Two of the following: [30]

- 1) Oral and written communication
- 2) Skimming and scanning
- 3) Formal and Informal communication
- 4) Barriers to effective listening

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