

(40 & 44)

SEAT No.

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SARDAR PATEL UNIVERSITY

**F.Y BBA (HONS) (HM) & (TTM) EXAMINATION
SEMESTER - I**

SATURDAY, 20th OCTOBER 2018

02:00 P.M. TO 04:00 P.M.

UM01ABBH21/T21

COMMUNICATION SKILLS & PERSONALITY DEVELOPMENT - I

TOTAL MARKS: 60

Note: 1. Figures to the right indicate marks of the questions.

2. Answers should be precise and to the point.

Q.1 Define Business Communication. Explain its process in detail. [15]

OR

Q.1 What is the flow of communication? Explain Vertical Communication in detail. [15]

Q.2 Describe the importance of Building Confidence [08]

Explain any 05 strategies of Stress Management. [07]

OR

Q.2 Write a short note on Time Management [08]

Write a short note on Working in a Team [07]

Q.3 Read the paragraph and answer the following questions. (Any three) [15]

There is a story of how an old farmer called his three idle sons around him on his death bed to impart an important secret to them. "My Sons", said he, "great treasure lies hidden in the estate which I am about to leave you", "The old man gasped. "Where is it hidden?" explained the son in a breath. "I am about to tell you", said the old man. "You will have to dig it-" but his breath failed him before he could impart the secret; and he died.

Immediately the sons began to work with a spade and pick axe upon the long neglected fields. They turned up every sod and clod upon the field. They discovered no treasure, but they learned to work; and when the fields were sown, and the harvest came, they reaped a bumper yield. Then it was that they discovered the treasure concealed in the estate, of which their wise father had advised them.

Questions:

1. What was the secret the father was telling his son?
2. Why could he not finish what he wanted to say?
3. What did the sons learned in their search for treasure?
4. Give synonyms from the paragraph: (A) pass on (B) hidden

OR

(1)

(P. T. O.)

Q.3 Read the paragraph and answer the following questions. (Any three)

[15]

Ever since humans have inhabited the earth they have made use of various forms of communication. Generally this expression of thoughts and feelings has been in the form of oral speech. When there is a language barrier, communication is accomplished through sign language in which motions stand for letters, words and ideas. Tourists and the deaf have had to resort to this form of expression. Many of these symbols of whole words are very picturesque and exact and can be used internationally, spellings however cannot.

Body language transmits idea or thoughts by certain actions either intentionally or unintentionally. A wink can be a way of flirting or indicating that the party is only joking. A nod signifies approval, while shaking the head indicates a negative reaction. Other forms of Non-linguist language can be found in Braille (a system of raised dots read with fingertips) signal flags, Morse code and Smoke signals. Road maps and picture sign also guide, warn and instruct people.

Questions:

1. Give a suitable title to the passage.
2. Why do people communicate?
3. How many different forms of communication mentioned in the passage?
4. Which form of communication other than oral speech is most commonly used among blind people?
5. The word 'wink' means
 - close one eye briefly.
 - close two eyes briefly.
 - bob the head up and down.
 - shake the head from side to side.

Q.4

A. Fill in the blanks using appropriate form of the word given in bracket.

[10]

1. we _____ a hindi film last friday. (watch)
2. _____ a new car? (buy)
3. They _____ him last Monday. (meet)
4. The band _____ while I _____. (play, write)
5. She _____ the new car in 2005. (buy)
6. Her sister _____ in Bombay for the past five years. (live)
7. If it rains on Saturday, the picnic _____ (be) cancelled.
8. If I had a million dollars, I _____ (buy) lots of nice presents for my super-cool teacher.
9. If India wins the next match, they _____ (advance) to the final.
10. If I _____ (marry) someone from another country, my parents would be very upset.

B. Change the voice. (Any five)

[05]

1. Mr. Wilson teaches us French.
2. The teacher scolded him very much for his blunder.
3. Passengers took the injured to the hospital.

4. A bomb explosion **destroyed** the entire society.
5. The boy's work **pleased** the teacher.
6. The fire **damaged** the building.
7. Who **taught** you French?
8. The manager **will give** you a ticket.

OR

Q.4

A. Fill in the blanks using appropriate form of the word given in bracket.

[10]

1. They _____ any Christmas cards last year (*not send*)
2. She _____ to a doctor once a year for an examination (*go*)
3. They _____ about me when I interrupted their conversation.
(*talk*)
4. Nothing much _____ when I got to the meeting (*happen*).
5. My parents _____ in New York two weeks from today (*be*).
6. I _____ two mistakes in the last quiz. (*make*)
7. Unfortunately, our team _____ any games last year. (*not win*)
8. If the weather was nice, the children usually _____ (walk) to school.
9. If you had got a final mark of less than 80%, you _____ (pass, not) the level.
10. If you drink and drive and get caught, you _____ (be) arrested.

B. Change the voice. (Any five)

[05]

1. Have you finished the report?
2. People drink champagne on New Year's Eve.
3. These machines are used to mix the ingredients.
4. The teachers informed the students that the class had been cancelled.
5. The deer was being chased by the tiger.
6. By whom was this letter written?
7. Somebody hit the dog with a stick.
8. I will order the carriage.

~~XXXXXXXXXXXXXXXXXXXX~~
(3)

