

Roll No.

Total Pages : 3

2151/M

K-16/2051

ENGLISH COMMUNICATION-II

Paper-III

Semester-II

Time allowed : 3 Hours] [Maximum Marks : 36

Note: The candidates are required to attempt two questions each from section A and section B carrying 6 marks each and the entire section C consisting of 6 questions carrying 2 marks each.

SECTION-A

1. Write a note on use of Telephone. 6
2. What do you mean by Telephone Etiquettes?
Discuss in detail 6

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3. How do you draft an Effective Letter? 6
4. Write a note on Business Reports. 6

SECTION-B

5. What things do you keep in mind while handling a meeting? 6
6. What are the main features of structuring a meeting? 6
7. How presentations are drafted? 6
8. Explain communication with a guest. 6

SECTION-C

9. Write shorts answers to the following questions :
 - (i) What do you mean by 'Fax'?
 - (ii) How telephonic orders are being made?
 - (iii) Write a note on use of jargons.
 - (iv) What is an agenda and minutes of a meeting.

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- (v) Write a short note on 'Body Language.'
- (vi) What do you mean by Personal Grooming?

6×2 = 12