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New Delhi- 110062
Odd Semester Examination 2022-2023

Paper Name: Communication Skills – 104
Time: 3 Hours

Paper Code: BCA 104
Maximum Marks: 60

Course Outcome (CO):

- CO1. To give a brief summary of the rules of Grammar
CO2. To teach the importance, types and nuances of communication in our lives
CO3. To impart effective reading, writing, speaking and listening skills
CO4. To teach drafting and presentation skills
CO5. Teach to communicate effectively orally and in writing

SECTION A
(20 MARKS)

ALL QUESTIONS ARE COMPULSORY

Q. N.	Questions	Marks	CO	BL
1.	Communication is the _____ of information within a group or between two or more individuals to reach general/ common understanding.	1	CO2	L2
2.	Clear and concise communication is of immense importance in _____ environments.	1	CO2	L2
3.	If you need to apply for leave at work? Which method of communication will you use?	1	CO2	L3
4.	The verbal communication process includes _____.	1	CO2	L2
5.	_____ ability to express our feelings in words.	1	CO2	L2
6.	Advantages of verbal communication is _____.	1	CO2	L3
7.	_____ This type of communication is based on writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be between two people or between groups of people.	1	CO2	L2
8.	Having a conversation with more than two people is a type of _____ communication.	1	CO3	L3
9.	_____ percentage communication takes place through body movements, facial expressions, arms, etc.	1	CO3	L3
10.	_____ percentage of communication is done using voice, tone, pauses, etc.	1	CO3	L3
11.	Example of paralanguage _____.	1	CO2	L2
12.	The practice of exchanging messages only through images or pictures is called _____.	1	CO3	L3
13.	50% of our communication is non-verbal, is it true or false.	1	CO3	L3

14.	_____ is an important part of the communication cycle.	1	CO2	L2
15.	A good feedback is always _____.	1	CO2	L2
16.	Feedback is important, because _____.	1	CO2	L2
17.	_____ barriers are when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties.	1	CO3	L3
18.	When the sender's message is received differently than how it was intended, _____ barriers occur.	1	CO2	L2
19.	_____ can be used to overcome the communication barrier?	1	CO2	L3
20.	Gestures are _____.	1	CO2	L3

SECTION B

(20 MARKS)

ATTEMPT ANY FOUR

Q. N.	Questions	Marks	CO	BL
1.	Briefly explain the purposes of using a memo.	5	CO4	L5
2.	Explain the process of writing meeting minutes.	5	CO4	L5
3.	Explain how audio-visual aids help in teaching-learning process.	5	CO3	L4
4.	Explain metaphor and simile along with suitable examples.	5	CO3	L5
5.	Explain the difference of usage between hyphen and dash along with suitable examples.	5	CO4	L5
6.	Explain what makes a good resume?	5	CO4	L5

SECTION C

(20 MARKS)

ATTEMPT ANY TWO

Q. N.	Questions	Marks	CO	BL
1.	~~Write~~ <u>Write</u> an email to the manager of the electronics store, complaining about the impaired laptop that you recently purchased.	10	CO4	L6
2.	Write a cover letter to an employment agency to apply for the part time job. In the letter introduce yourself, explain what sort of job you like and mention your skills and experience.	10	CO4	L6
3.	How should you write introductions and conclusions, explain.	10	CO5	L5
4.	Explain what is a précis and the steps to write a précis.	10	CO5	L5

BL: Bloom's Taxonomy Levels: 1- Remembering, 2- Understanding, 3- Applying, 4- Analysing, 5- Evaluating, 6- Creating