

**Instructions:**

a. Figures to the right indicate full marks.

**Q-1(A) List the types of business communication and explain any 2 in detail with its advantages and disadvantages.** (7 Marks)

**Q-1(B) List the types of resumes and types of paragraphs.** (3 Marks)

**OR**

**Q-1(B) List the types of barriers in communication. Also define the term Body Language.** (3 Marks)

**Q-2(A) What is the purpose of an interview? Also write in detail how you would introduce yourself when the interviewer asks you to tell him about yourself.** (7 Marks)

**Q-2(B) Explain in detail how one can combat stage fright.** (3 Marks)

**OR**

**Q-2(A) What are the tips and techniques for an effective presentation skill. Also write the Do's And don'ts during a presentation.** (7 Marks)

**Q-2(B) List some expressions used in both formal and informal situations to make complaints.** (3 Marks)

**Q-3. Choose the correct answer from the given MCQ's and note it down in your answer sheet.** (5 Marks)

**1. Which of the following should be done when drafting a cover letter?**

A) Make grammatical mistakes

B) Use it as an excuse to brag

C) Use humor

D) Limit it to one page

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**2. Which of the following things should be done on a call?**

- A) Should talk loudly
- B) Should break hearts
- C) Should go to a silent place while attending a call.
- D) Should give preference to machinery over men

**3. What hand signals indicates nervousness or anxiety?**

- A) Clinging hand
- B) Raised Hand
- C) Restless Hands
- D) Limp hands

**4. What should be done during a presentation?**

- A) Talk too much with the team.
- B) Read the slides.
- C) Take the support of the wall and lean on it.
- D) Ask questions to the audience at the end.

**5. A person applying as/for \_\_\_\_\_ will not use a CV.**

- A) Research positions
- B) Freshers
- C) Academic postdoctoral research opportunities
- D) None of the above

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