

27. Examine the different aspects of non-verbal communication.
28. Write an essay on the barriers of communication.
29. Bring out the characteristics of a good business letter.
30. How would you organise and compose messages?

4216/7E1

MAY 2010

EFFECTIVE COMMUNICATION — ENGLISH

Time : Three hours

Maximum : 100 marks

PART I — (10 × 2 = 20 marks)

Answer any TEN of the following briefly.

1. What is communication?
2. Why do we communicate?
3. What are the two way process of communication?
4. What purpose does the introduction serve in a report?
5. What is personal distance?
6. What are the difficulties with self-expression?
7. What do you mean by stereotyping?
8. Define the complimentary close of a letter.
9. What is memo?
10. What is the optimum size of a group?

11. Write an advertisement for a new brand of shampoo.
12. You are late to the class. You want to obtain permission. Write two sentences for this situation.
13. Write a telegram to your friend informing him your arrival to his place.
14. Use the following idiom in sentence :
 - (a) Crocodile tears
 - (b) Fish out of water.
15. Correct the following sentences :
 - (a) Both of them is right
 - (b) I cannot imagine to live in a cold place.
18. How can silence serve as an effective method of encouraging communication?
19. Bring out the psychological factors in communication barrier.
20. What kind of strategy would you evolve in guiding elders to temples?
21. What are the different types of non-functional behaviour?
22. Prepare a write up on a famous personality whom you like and admire.
23. Write an imaginary dialogue with the general manager of Saraba hotels to improve food section.

PART III — (5 × 10 = 50 marks)

Answer any FIVE of the following in about 400-500 words each.

- PART II — (6 × 5 = 30 marks)
- Answer any SIX of the following in about 200 words each.
16. Comment on the process of communication.
 17. Analyse the significance of body language.
 24. Prepare a report on improving the security conditions of a hotel.
 25. How can tourist attractions be made effective?
 26. Write a letter of application for the post of senior manager in a hotel.

COMMUNICATIVE FRENCH

Time : Three hours

Maximum : 100 marks

SECTION A — (20 marks)

1. Mettez les phrases dans l'ordre : (5)
- (a) Elle/Delhi/de/vient
 - (b) Huit/il/heures/et
 - (c) boit/vin/du/il
 - (d) avec/elles/pères/voyagent/leurs
 - (e) de/il/Chennai/vient
2. Corrigez les conjugaisons : (5)
- (a) il dois
 - (b) ils parlerons
 - (c) ils sont arrivé
 - (d) il ferra
 - (e) elles prennent

3. Traduisez en français : (5)
- (a) Good morning, sir.
 - (b) Here is your key.
 - (c) See you soon
 - (d) Glad to meet you, madam
 - (e) Good luck.

4. Traduisez en anglais : (5)
- (a) S'il vous plait
 - (b) C'est moi.
 - (c) De rien
 - (d) Volontiers
 - (e) Vous habitez à Mumbai

SECTION B — (30 marks)

5. Ecrivez un dialogue sur le sujet suivant : (10)
- (a) Dans un restaurant entre le touriste et le garçon.
 - (b) Quel est le temple le plus beau?
 - (c) Entre le client qui arrive à l'hôtel.

