

Central University of Jammu  
Department of English  
End-Semester Examination 2016  
Semester III

Course Title: English for Professional Communication

Course Code: PGEC131001T

Max. marks: 100

Time: 3 hours

SECTION: A

(Objective Type)

Tick the right option

1.5x10=15

1. In passive listening, the listener is:

- (a) attentive (b) inattentive (c) Both (a) & (b) (d) None of the above

2. Barriers to communication consist of:

- (a) Lack of attention and interest (b) the use of jargon (c) Cultural differences (d) All the above

3. Member of a group discussion must be

- (a) Ego centric (b) People centric (c) Region centric (d) Nation centric

4. Body language comes under the category of

- (a) Verbal Communication (b) Intra-Personal Communication (c) Inter-personal Communication  
(d) Non- Verbal communication

5. One of the principal features of professional communication is:

- (a) Use of jargon (b) Use of symbol (c) Clear language (d) Use of statistics

6. Telephonic conversation between two friends is an example of:

- (a) Personal communication (b) Professional communication (c) Business communication (d) All the above.

7. Application to an authority for a job is:

- (a) A formal letter (b) An informal letter (c) Both (a) & (b) (d) None of the above

8. Written communication could be:

- (a) Formal (b) Informal (c) Both (a) & (b) (d) None of the above

9. Proper documentation is one of the features of:

- (a) Technical writing (b) Blog writing (c) Notice writing (d) News writing

10. Clarity of language is feature of:

- (a) Official letter      (b) Business letter      (c) Personal letter      (d) Both (a) & (b)

**SECTION: B Short Answers**

**Answer any five questions (one from each unit) in about 150-200 words      8x5=40**

1. Write a short note on 'effective speaking'.

Or

What is verbal communication?

2. What is non-verbal communication?

Or

Write a short note on Group Discussion and its significance.

3. What is business communication?

Or

Write a short note on professional communication.

4. Write a letter to the Deputy Commissioner drawing his attention to the law and order situation in your town.

Or

Throw light on the features of technical communication.

5. Write a report to a national daily on 'a road mishap'.

Or

What is Minutes? What are its features?

**Section: C**

**Long Answers**

**Answer three questions (~~one from each unit~~) in about 250-300 words. 15x3=45**

1. Define communication. Discuss various types of communication.

2. What do you mean by body language, discuss its significance.

3. Discuss the features of professional communication.

4. Write an application to the Manager of Infotech Ltd. Mumbai applying for the post of Assistant Manager. Attach a detailed Resume.

5. Write a proposal for a project you would like to undertake.