

Note

- 1) All questions are compulsory.
- 2) Figures to the right indicate full marks.

Q.1. a) Define communication. Discuss the cyclic process of communication. (15)

OR

b) What is meant by non-verbal communication ? Explain with examples how Paralanguage becomes a part of non-verbal communication.

Q.2. a) Discuss the advantages and disadvantages of face-to-face and telephonic communication. (15)

OR

b) Examine Physical Barriers to communication, with suitable examples.

Q.3. a) Write short notes on the following : (15)

- i) Advantages of written communication
- ii) Silence
- iii) Dress and Grooming.

OR

b) Write short notes on the following :

- i) Time and Distance as means of communication
- ii) Kinesics
- iii) Any two forms of psychological Barriers.

Q.4. a) Draft an application in response to the following advertisement : (15)

Wanted Chartered Accountants for a well-known company in Thane. Candidates having required qualifications with minimum three years' experience will be preferred. Apply soon to the Advertiser, Box No. CA - 28, The Times of India, Dr. D. N. Road, Mumbai - 400 001. Also draft a Bio-data.

OR

b) Draft a letter of Application in response to the following advertisement :

Wanted Architects for a reputed company in Andheri. Candidates with the required qualification, Fluent communication skills and minimum five years' experience needed. Apply to the Advertiser, P.O. Box. No. - ARCH - 201, The Indian Express, M. G. Road, Mumbai - 400 001. Draft a Bio-data too.

