

Writing

Part-I

Q1 Answer the following questions:

(2 x 10)

- a) What is grapevine communication?
- b) Draw the process of communication.
- c) Write the phonemic transcription of the following: “quotient”, “pizza”, “barn’, “law”.
- d) Define Stress.
- e) What is bias-free communication?
- f) What do you understand by “FAQs”?
- g) What is a Memo?
- h) Which two English consonant sounds are often confused by Indian speakers?
- i) How does noise act as a communication barrier?
- j) Give an example of a biased statement and its bias-free version.

Part-II

Q2 Only Focused-Short Answer Type Questions- (Answer Any Eight out of Twelve) (6 x 8)

- a) How do differences in non-verbal communication impact cross-cultural interactions?
- b) How can one overcome cultural barriers in communication?
- c) How do formal and informal communication channels differ?
- d) What role does feedback play in the communication process? Explain.
- e) Define upward communication in an organizational context.
- f) How does written communication differ from oral communication?
- g) How does encoding influence the effectiveness of a message?
- h) Define primary and secondary stress with examples.

i) Fill in the blanks with appropriate forms of the tense mentioned in brackets: I. The train _____ (arrive) at 8:00 PM. (Present Simple) II. By the time you reach, I _____ (finish) my assignment. (Future Perfect) III. She _____ (work) on the project for three hours now. (Present Perfect Continuous) IV. They _____ (develop) the new software last month. (Past Simple) V. When I called him, he _____ (write) the report. (Past Continuous) VI. When I arrived, they _____ (already start) the meeting. (Past Perfect)

j) What challenges do Indian speakers face with the /w/ and /v/ sounds?

k) How does mother tongue influence the pronunciation of English vowels and consonants for Indian speakers?

l) Why is it important to avoid stereotypes in professional communication?

Part-III

Only Long Answer Type Questions (Answer Any Two out of Four)

(16)

Q3 You are a recent graduate with no prior work experience but have participated in internships, volunteer work, and extracurricular activities. Prepare a CV highlighting your educational qualifications, skills, and achievements suitable for applying for an entry-level position in an IT Company. Invent necessary details.

Q4 As the Personnel Manager, you are required to write a report on the declining employee morale at Windsor Software Solutions. Include the causes, observations, and recommendations for improvement. Draft the report in letter format to be submitted to the General Manager of the company.

(16)

Q5 As the Chairperson of a departmental meeting at your company, you need to prepare an agenda for an upcoming meeting. The meeting will cover topics such as quarterly performance review, project updates, and employee grievances. Draft the agenda, including timings and sequence.

(16)

Q6 As the Manager of RK Corporation, you need to address a formal letter to a client apologizing for a delay in the delivery of their order. You need to express regret, and propose a solution to maintain a positive relationship with the client. Write the letter. (16)