Roll No. _____

END SEMESTER EXAMINATION
SEMESTER- II

COURSE CODE : G-102 | **DURATION : 2 (TWO)HRS**
COURSE TITLE : COMMUNICATION SKILLS-II | **MAXIMUM MARKS : 50**
SESSION : JULY-DEC.' 2021 | **PASS MARKS : 35 %**

NOTE: *1. Attempt any 5 (five) questions.*
2. Mark for each question is shown against it.
3. Assume suitable logical data wherever necessary.

1.		Write short notes on the following: (a) Agendas (b) Memos (c) Technical Report (d) Audio-Visual Aids	**(4x2.5)**
2.	**(a)**	Explain the types of Business Letters.	**(5)**
	(b)	What are the important etiquettes to be maintained in E-mails?	**(3)**
	(c)	How will one prepare for a Meeting in an organization?	**(2)**
3.	**(a)**	Write a cover letter to The CEO of Infotech Institute, Itanagar, applying for the post of Technical Assistant.	**(5)**
	(b)	What are the benefits of interviews?	**(5)**
4.	**(a)**	What are the non verbal communication skills used in interviews? Explain each one.	**(5)**
	(b)	You are the Secretary of the union body of RGGP College, Itanagar. Draft a notice for the meeting of the Union to be held to implement cleanliness in the college campus on 6th February, 2022.	**(5)**
5.	**(a)**	Define Memo? Explain the types of Memos.	**(5)**
	(b)	Assume that you are Mr.XYZ, the Executive Manage, The Times of India, New Delhi. Prepare a Memo regarding the untidiness of the office kitchen. Mention how the sink gets loaded with all the unwashed dishes and give necessary ideas about its disadvantages.	**(5)**
6.	**(a)**	What is the importance of following the rules of Clarity and Brevity for effective business correspondence?	**(5)**
	(b)	Define Meeting? Explain the advantages of Meeting.	**(5)**
7.	**(a)**	Explain the difference between Agenda and Minutes. And also classify the types of Minutes with explanation.	**(10)**
8.	**(a)**	Comment on the features of a good investigative report.	**(5)**
	(b)	Define E-mail? Enumerate its advantages.	**(5)**

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