

B.F.D. (CBCS Pattern) Semester-II
001 : English-II

P. Pages : 1

Time : Two Hours



GUG/S/25/10860

Max. Marks : 40

Notes : 1. All questions are compulsory and carry equal marks.

1. a) Explain types of oral and written communication in details. 8

OR

b) Define the term communication and channels of communication. 8

2. a) Briefly describe the areas of written skill development. 8

OR

b) Explain in detail. 4x2

i) Memory techniques ii) Concept of learning. =8

3. a) You are the librarian of your college, write a letter of complaint to a local book seller for having sent books with some important pages missing Ask for immediate replacement. 4

b) Write is the reason to write enquiry letter. 4

OR

c) Draft a sales letter to introduce the launch of a new variety of washing powder. 4

d) Why we write sales letter. 4

4. a) Write types of reports in details. 8

OR

b) Briefly describe the stage of report writing. 8

5. Write short notes **any four**. 2x4
=8

1) Barriers of communication.

2) Written communication.

3) Verbal communication.

4) Memo

5) Notices

6) Graphics.
