



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/HM/SEM-1/BHM-102/2012-13  
2012**

**ENGLISH LANGUAGE AND COMMUNICATION**

Time Allotted : 3 Hours

Full Marks : 70

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words  
as far as practicable.*

**GROUP - A**

**( Multiple Choice Type Questions )**

1. Choose the correct alternatives for the following :

10 × 1 = 10

i) The word communis means

- a) meaning
- b) common
- c) to share
- d) to live.

ii) The barriers ..... communication.

- a) affect
- b) effect
- c) addict
- d) assault.

CS/HM/SEM-1/BHM-102/2012-13



iii) A good conversationalist is someone who

- a) always has plenty to say
- b) asks a lot of questions
- c) listens carefully to what others have to say.

iv) Noise is the ..... barrier to communication.

- a) Mental
- b) Physical
- c) Biological
- d) none of these.

v) If someone shakes your hand very hard and long he is

- a) waiting for you to say something
- b) waiting for you to said something
- c) waiting for you to spoken something
- d) wait for you to say something.

vi) One who is beyond any reform is

- a) incorrigible
- b) incompetent
- c) insolvent
- d) none of these.



vii) One third of the population ..... against the rule.

- a) was
- b) were
- c) on
- d) in.

viii) The synonym for Achieve is

- a) acquire
- b) accept
- c) accede
- d) accomplish.

ix) The antonym of ADMIRATION is

- a) Assertion
- b) Passivity
- c) Condemnation
- d) Ecstasy.

x) Verbal communication makes use of

- a) Words
- b) Gestures
- c) Words and gestures
- d) Symbols and codes.



**GROUP - B**

**( Short Answer Type Questions )**

Answer any *three* of the following.  $3 \times 5 = 15$

2. Why is communication circular in nature ? Discuss with a diagram.
3. What are the different stages of a presentation ?
4. What is a solicited letter ? How is a Résumé different from a CV ? 2 + 3
5. Write short notes on any one of the following : 1 × 5
  - a) Visual aids in presentation
  - b) Grapevine.
6. What are the receiver-oriented barriers to communication ?

**GROUP - C**

**( Long Answer Type Questions )**

Answer any *three* of the following.  $3 \times 15 = 45$

7. What is a report ? What are the different types of reports ? What are the different sections & subsections of a business report ? 2 + 5 + 8
8. Write a job application letter along with your résumé in response to the advertisement ( given below ) published in The Telegraph on 15 November, 2012. 6 + 9

**SITUATIONS VACANT**

A reputed multispeciality hospital in Kolkata requires young, presentable Marketing Executives with good interpersonal skills and aptitude for handling promotional campaigns. Salary at par industry for right candidates. Apply with your résumé to P.O. Box No. 16283, The Telegraph, Kolkata-72.



9. Write an essay on any one of the following :

- a) The fight for a clean and clear earth
- b) Student politics
- c) PPP model in healthcare.

10. Read the following passage and answer the questions given below : ( 5 × 2 ) + 5

Ever since the humans have inhabited the earth, they have made use of various forms of communication. Generally, this expression of thoughts and feelings has been in the form of speech. When there is a language barrier, communication is accomplished through sign language in which motions stand for letters, words and ideas. Tourists, the deaf and dumb and the mute have taken resort to this form of expression. Many of these symbols of whole words are very picturesque and exact and can be used internationally : spellings however cannot.

Body language transmits ideas or thought by certain actions either intentionally or unintentionally. A wink can be a way of flirting or indicating that the party is not only joking. A nod signifies approval, while shaking the head indicates a negative reaction.

Other forms of non-linguistic language can be found in Braille ( a system of raised dots read with the finger tips ), signal flags, Morse codes and smoke signals. Road maps and picture signs also guide, warn and instruct people.



While verbalization is the most common form of language, other system and techniques also express human thoughts and feelings.

- i) Which form other than oral speech is effective for the blind people ?
  - a) Picture signs
  - b) Braille
  - c) Body language
  - d) Signal flags.
  
- ii) The word 'These' in sentence 5 refers to
  - a) Tourists
  - b) The deaf and the mute
  - c) Thoughts and feelings
  - d) Sign language and motions.
  
- iii) How many different types of communication are mentioned here ?
  - a) 5
  - b) 7
  - c) 9
  - d) 11.



- iv) Which is the most suitable title for the passage ?
- a) The importance of sign language
  - b) Many forms of communication
  - c) Ways of experiencing feelings
  - d) Symbols of communication.
- v) Who would be the MOST likely person to use the code language ?
- a) A scientist
  - b) A spy
  - c) An ailing pilot
  - d) A postman.
- vi) Write a précis of the above passage. 5
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