2019

COMMUNICATIVE AND FUNCTIONAL ENGLISH – II

Paper : 3.2

Full Marks – 80

Pass Marks – 24

Time – Three hours

The figures in the margin indicate full marks for the questions.

1. State whether the following statements are true of false :   1×10=10

   (a) English is the universal language of business.

   (b) Communication skill makes and marks the difference in success and failure.

   (c) Reading will never help to expand one's knowledge.

[Turn over

(d) Making mistakes is a part of learning.

(e) Oral communication comes in many forms in an organisation.

(f) Listening is not a passive activity.

(g) 'You' attitude means conveyng the message from the writer's point of view.

(h) Office orders are authoritative directions that always flow upward.

(i) E-mail system usually provides a readymade format which the user can use easily.

(j) Phonetics is not a branch of linguistics.

2. Write short notes on any *five* of the following :

$$2×5=10$$

(a) Importance of spoken language and pronounciation.

(b) Group presentation

(c) Role of Body Langugage in Speech

(d) Report writing

(e) Event Management Skill

(f) Business letters and personal letters

(g) Good News Letters and Bad News Letters

(h) Interview

(i) Leadership qualities

(j) Importance of English language in business.

Or

Answer any *two* of the following questions :

5×2=10

(a) You are a receptionist in a reputed Hotel. A customer by mistake left one of his/her belongings while he /she checking out from the hotel. Write out the conversation between you and the customer.

(b) You are a student of undergraduate class. You could not attend your classes regularly for which you are answerable to the Principal of your college. Write out the conversation between you and your principal.

(c) You are Mr. X. You have applied for the job of an accountant and you are called by Mr. Y for interview. Write out the conversation between you and Mr. Y.

3. Answer the following questions : 1×5=5

(a) Fill in the blanks with appropriate prepositions :

   (i) We profit —— experience.

   (ii) We must lower our prices —— sales to increase.

   (iii) I apologize —— my rudeness.

   (iv) He has no taste —— music

   (v) I have absolutely no trust —— his judgement.

(b) Change the following sentences as directed : 1×5=5

   (i) He is as intimate to me as to you. (Change it to comparative degree)

   (ii) He always minds his lessons. (Turn into negative)

   (iii) Can I ever forget you ? (Make it assertive)

   (iv) They will pay only under compulsion. (Make it a complex sentence)

   (v) Inspite of his poverty, he was honest. (Make it a compound sentence)

(c) Rewrite the antonyms for :   1×5=5

    (i) Adopt

    (ii) Credit

    (iii) Economy

    (iv) Deficient

    (v) Nominate.

(d) Frame sentences with the following :

    (i) Accede, Exceed

    (ii) Adopt, Adept

    (iii) Alter, Altar

    (iv) Cite, Site

    (v) Council, Counsel.   1×5=5

4. Answer any *two* of the following :   10×2=20

(a) Draft a circular letter for an announcement of a new business opening.

(b) Write a letter of complaint to the Manager of XY company, Kolkata, for delay in delivery of goods.

(c) Write a letter to the Manager of LIC complaining against your non-payment of maturity value of your LIC policy on time.

(d) Write an application to the Manager of a reputed Bank for opening an account. (savings)

5. Answer any *two* of the following : 10×2=20

(a) Describe the various modern forms of communication. 10

(b) Discuss the advantages and disadvantages of modern forms of communication. 10

(c) Write short notes on any *two* of the following : 5×2=10

(i) Teleconferencing

(ii) Video conferencing

(iii) E-mail.