

2022
B.A./B.Sc.
First Semester
ABILITY ENHANCEMENT COMPULSORY COURSE – 1
ENGLISH
Course Code: ENA 1.11
(English Communication)

Total Mark: 35

Pass Mark: 14

Time: 2 hours

1. (a) Describe the communication cycle. Explain in detail any two components. 2+3=5

OR

(b) Write an illustrative note on postures, gestures, and appearance as facets of body language. 5
2. What is verbal communication? State three advantages of oral communication and three advantages of written communication. 1+2+2=5
3. (a) Explain the four zones of space around us. 5

OR

(b) What are the dimensions of voice? 5
4. What are interviews? Briefly explain any four types of interviews. 1+4=5
5. Write short notes on any two of the following: 3×2=6
 - (a) Emotions
 - (b) Haptics
 - (c) Chronemics
 - (d) Audio-visual sign language

6. Fill in the blanks: ½×4=2
- (a) Communication is a _____ process of exchanging ideas or information.
 - (b) Noise is a _____ barrier.
 - (c) _____ listening helps a person extract meaningful messages from chaotic and noisy situations.
 - (d) _____ is the meaning conveyed by how something is said.
7. Write a covering letter and CV to the following advertisement (you must apply for only one of the posts): 7

MOUNTAIN VIEW RESORTS IS RECRUITING YOUNG
ENERGETIC MEMBERS TO BE PART OF ITS TEAM

POSTS TO BE FILLED:
RECEPTIONISTS; TOUR GUIDES; WAITERS

EDUCATIONAL QUALIFICATION:
GRADUATE DEGREE IN ANY DISCIPLINE

SALARY:
₹ 8,000 p.m. WITH BOARD AND LODGING

INTERSTED CANDIDATES MAY SUBMIT THEIR APPLICATIONS
TO:
THE DIRECTOR, MOUNTAIN VIEW RESORTS, KOHIMA,
NAGALAND, INDIA.
