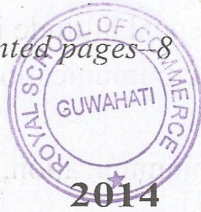


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4 (Sem 2) CAFE-I

COMMUNICATIVE AND FUNCTIONAL ENGLISH

Paper : I

Full Marks : 80

Time : Three hours

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

1. Choose whether *true or false*. 1×10=10
 - (a) Communication skill makes and mars the difference in success and failure.
 - (b) The flow of communication in an organisation is not a continuous process.
 - (c) Our sensory preceptors are unlimited.
 - (d) Communication helps man to satisfy its basic emotional needs.

Contd.

- (e) Positive personal attitude is not important in developing communication skill.
- (f) In written communication, effective listening is vital.
- (g) Demographic factors in an audience is not measurable.
- (h) Improper timing in communication acts as a barrier.
- (i) In communication the 'chain of understanding' has no relation to the 'chain of command'.
- (j) Unlike Fax, E-mail system does not provide the advantage of storage of message in the memory.

2. Answer the following questions : $2 \times 5 = 10$

- (a) What is 'communication' ?
- (b) What is 'encoding' in the process of communication ?

(c) Mention *two* ways in which communication can be important for business.

(d) Why is 'listening' an important communication skill ?

(e) What is Informal Communication ?

3. Answer **any four** out of (a), (b), (c), (d), (e) and (f). $5 \times 4 = 20$

(a) Fill in the blanks with appropriate prepositions : $1 \times 5 = 5$

(i) P. C. Bora excels _____ dancing.

(ii) The godown is infested _____ rats.

(iii) India's wholesale price based inflation fell _____ 4.68 per cent in February, 2014.

(iv) Finance Minister P. Chidambaram decided to sell the stake in IOC _____ a discount of 10 per cent.

(v) India's economy is expected to pick _____ in the next two financial years.

(b) Fill in the blanks with correct tense of the verbs in brackets : $1 \times 5 = 5$

(i) The Filmfare trophy, the iconic Blank Lady _____ (unveil) in the presence of Jitesh Pillai.

(ii) Assam _____ (lost) over 20 rhinos to poachers in 2013.

(iii) The locals _____ (agitate) when the DN Chilarai Express hit a car at the Bondapara unmanned level crossing.

(iv) With the stage set for Lok Sabha polls, hectic politicking _____ (begin).

(v) Mahasweta Devi _____ (become) a legend in her lifetime.

(c) Change the voice of the following : $1 \times 5 = 5$

(i) Promises should be kept.

(ii) The State Government has declared March 17, 2014 as a local holiday for 'Holi'.

(iii) He was refused admittance.

(iv) Do not insult the weak.

(v) The road was lined with people.

(d) Correct the common errors in the following : $1 \times 5 = 5$

(i) Whom do you think won the prize ?

(ii) Bill Gates is the most rich man in the world.

(iii) He is rather good in maintaining accounts.

(iv) You did not reply our enquiry.

(v) He hardly sat down than the phone rang.

(e) Rewrite the sentences as directed : $1 \times 5 = 5$

(i) Their glory can never fade.
(Turn into Interrogative Sentence)

(ii) O that I were young again !
(Change into an Assertive Sentence)

(iii) He must not be late, or he will be punished.
(Change into a Simple Sentence)

(iv) He confessed his guilt.
(Change into Complex Sentence)

(v) To his disgrace, he betrayed his friend.
(Change into a Compound Sentence)

(f) Frame sentences to illustrate the use of **any five** of the following phrases : $1 \times 5 = 5$

Order of the day, gift of the gab, from hand to mouth, take exception to, on and off, within an ace of, losing ground.

4. (a) Answer **any two** of the following :

$10 \times 2 = 20$

- (i) Discuss the idea of 'Noise' in Communication.
- (ii) Discuss the essentials of good Business Writing.
- (iii) What are the different types of 'Audience' to consider in 'Communication' ?
- (iv) Discuss the elements of a Communicative Process.
- (v) Discuss Non-Verbal Communication.

(b) Answer **any two** of the following :

$10 \times 2 = 20$

- (i) Draft a request letter to the SBI, Panbazar Branch, Guwahati, Assam for a vehicle loan.
- (ii) You are Ashok Das, Manager Rajiv Electronics, G. S. Road, Guwahati. Write an order letter to the manufacturing unit, Thompson Electronics for 50 L.G. Refrigerators of different capacity, sizes and colours.
- (iii) Write a letter to the editor of a local daily expressing your views on the lack of civic sensibilities of students in the college campus.
- (iv) You are the PRO of an oil company. Write out an e-mail to the board of directors notifying them about the AGM (Annual General Meeting) at an appointed date.

Or

Write an application to the Managing Director, Shanti Udyog Limited, A. T. Road, Guwahati for the post of Production Manager as advertised in the local newspaper.