

Total No. of Questions: 07

Maximum Marks: 60

Duration (hrs): 3 hours

Note: Q1 is compulsory. In addition to Q1 there are six questions (Q2-Q7) each with three sub questions. Attempt any four of the remaining six questions and any two out of the three sub questions.

Q1. Answer the following questions:

(10×2=20)

a) Many complaints have been received about delays in delivery in the consignments of your edible oils dispatched to Chennai. The marketing manager has been asked to look into the causes of the complaints and report to the Board within fifteen days. Draft the report.

b) Essay Writing: (word limit 250 words)

"Success is not final, failure is not fatal: it is the courage to continue that counts", said Winston Churchill. Write an essay on how we can learn from success as well as from failure.

Q2. Attempt any two of the following questions.

(5×2= 10)

a) Explain upward, downward and horizontal communication in brief.

b) Read the following sentences and try to choose the best definition for the italicized word by searching for context clues in the sentence.

1. Charles, aware of his susceptibility to gum disease, is *diligent* about flossing.

- a. uncomfortable
- b. excited
- c. thorough
- d. ambivalent

2. Excited about winning the award, Marcia walked up to the podium and delivered an *animated* acceptance speech.

- a. abbreviated
- b. courteous
- c. reserved
- d. lively

3. When people heard that timid Bob had taken up skydiving, they were *incredulous*.

- a. fearful
- b. outraged
- c. convinced
- d. disbelieving

4. The technical department enthusiastically hired Ms. Long because she was *proficient* in the use of computers.

- a. sincere
- b. adequate
- c. competent
- d. skilled

5. He based his conclusion on what he *inferred* from the evidence, not on what he actually observed.

- a. predicted
- b. imagined
- c. surmised
- d. implied

c) The network that runs your favorite television show has suddenly decided to cancel it. Write a letter convincing the station to continue running the show.

Q3. Attempt any two of the following questions.

(5×2= 10)

a) Managers who are effective communicators understand and use the circular nature of communication- Explain.

b) Write a short note on the effects of office automation on organizational communication.

c) Use simple present/present continuous correctly in the following sentences.

1. Every Monday, Sally _____ (drive) her kids to football practice.
2. Usually, I _____ (work) as a secretary at ABT, but this summer I _____(study) French at a language school in Paris.
3. I'm sorry, I can't hear what you _____ (say) because everybody _____(talk) so loudly.
4. Justin _____(write currently) a book about his adventures in Tibet.
5. Jim: Do you want to come over for dinner tonight?
Denise: I'm sorry, I can't. I _____(go)to a movie with some friends tonight.
6. The business cards _____(be, normally) printed by a company in New York. Their prices _____ (be) inexpensive, yet the quality of their work is quite good.
7. This delicious chocolate _____(be) made by a small chocolatier in Zurich, Switzerland.

Q.4 Attempt any two of the following questions.

(5×2= 10)

a) Since the cloning of the sheep Dolly, there has been much debate over whether human beings should be cloned. Many people feel this is a violation of the natural order of things and that all research in the area of human cloning should be banned. Others feel that this is a natural progression of science and human evolution and that research in the area of human cloning should be a priority. How do you feel about this issue? Use specific reasons and examples to support your position. (word limit 150 words)

b) Read the passage and answer the questions that follow.

One of the most common injuries teenagers and adults experience is a sprained ankle. A sprain occurs when the ligaments of a joint are twisted and possibly torn. Ligaments are bands of stringy fibers that hold the bones of a joint in position. A sprain can occur from a sudden wrenching at the joint, or a stretching or tearing of the fibers of the ligaments. The injured area usually swells and becomes black and blue. Stepping off the sidewalk at the wrong angle or having one foot land in a hole while jogging can leave you rolling on the ground in agony with an ankle on fire! If you cannot walk without experiencing intense pain, you must seek medical help. If the pain is manageable, and you can walk, here are three words to help you remember how to treat yourself:

- Elevate
- Cool
- Bandage

As soon as there is injury to that ligament, there will be a certain amount of bleeding under the skin. Once the blood pools around the damaged blood vessels, inflammation and swelling occur. The pressure from the swelling results in additional stress and tenderness to the region. In order to minimize the degree of swelling, lie down as soon as possible and keep the ankle elevated so that it is actually higher than your heart. Next, to shrink the blood vessels and keep bleeding (hence bruising) to a minimum, apply a cold pack. After 20 minutes, take the pack off, wait half an hour, and then reapply. This can be done several times a day for a total of three days. Never leave a cold pack on for more than 20 minutes at a time. Reducing the temperature in that area for an extended period of time signals the body to *increase* blood flow to raise the body temperature! Therefore, one inadvertently triggers more blood distribution to the affected area by leaving a cold pack on for too long! Finally, bandage the ankle. Be careful not to wind it too tightly; doing so can restrict blood flow and cause harm to the entire foot.

1. The main idea of the passage is to

- a. describe sprains to the ligaments.
- b. explain how to bandage injuries.
- c. explain how to treat your own sprained ankle.
- d. explain how the temperature of a wound is important.

2. According to the passage, a sprain is caused by

- a. enlarged blood vessels in the foot.
- b. fluctuating temperature signaling the elevation of body temperature.
- c. torn tissue in the ball of the foot.
- d. torn or twisted ligament fibers that hold the joint in position.

3. Which of the following is NOT mentioned as a warning?

- a. If there is intense pain, seek medical attention.
- b. Do not wind the bandage too tightly.
- c. Do not put your ankle near the fire.
- d. Do not keep the cold pack on for more than 20 minutes at a time.

4. According to the directions, once the initial cold pack is removed, what is to be done?

- a. Begin wrapping the bandage.
- b. Begin wrapping by encircling the ball of the foot twice.
- c. Wait 20 minutes and then reapply the ice pack for 30 minutes.
- d. Wait 30 minutes and then reapply the ice pack for 20 minutes.

5. It can be inferred that the black-and-blue symptom of the sprain is due to

- a. torn fibers of ligaments.
- b. too tight of a bandage.
- c. bleeding under the skin.
- d. dirt ground into the wound from the fall.

c) Write a note on 'active listening' and distinguish between good and bad listening.

Q5. Answer any two of the three questions.

(5×2= 10)

a) Complete the sentences with the correct question tags.

- 1. The car isn't in the garage, _____?
- 2. You are John, _____?
- 3. She went to the library yesterday, _____?
- 4. Mr Mc Guinness is from Ireland, _____?
- 5. He didn't recognize me, _____?
- 6. Cars pollute the environment, _____?
- 7. Mr. Pritchard has been to Scotland recently, _____?
- 8. The trip is very expensive, _____?

9. He won't tell her, _____?
10. Hugh had a red car, _____?

b) Correct the following sentences

1. I was trying to find a place where I could had parked the car.
2. He is one of the most brilliant man of our country.
3. He did nothing but laughed.
4. The people of this state has decided to support him.
5. Being an excellent actor, Dilip Kumar is much popular.

c) Write a paragraph on Cinema and its Influence on Society. (word limit 150 words)

Q6. Answer any two of the three questions.

(5×2= 10)

a) Rewrite in indirect speech.

1. He said to the arrogant servant, "Do not provoke me unnecessarily."
2. The student said to the teacher, "Please lend me your pen for a while."
3. He said to me, "Don't be hasty or you might commit some serious mistake."
4. "Have patience and do me the favour of hearing my story," said I to my uncle.
5. The librarian said, "Let no student be issued a book unless she produces her identity card."

b) Choose the correct alternative:

1. There (is, are) twenty students in the room.
2. Neither my brothers nor my father (has, have) attended college.
3. The tapes in the glove compartment (belong, belongs) to Jerry.
4. Each of my sons (wear, wears) a baseball cap.
5. The fans at the back of the theatre and that woman in front (was, were) making too much noise.
6. Maurya and his brother (go, goes) to the bowling alley every day.

7. Everyone on the bus (was, were) annoyed by the little boy running up and down the aisle.
8. Either my hard drive or one of my programs (is, are) not working right.
9. He is one of those people who (work, works) too hard.
10. That man and his friends (meet, meets) for coffee in the snack room.

c) Describe the best way to honour a hero. (word limit 150 words)

Q7. Answer any two of the three questions.

(5×2= 10)

- a) Discuss the steps to overcome the barriers to communication.
- b) Read the short passage and answer the questions that follow:

On February 3, 1956, Autherine Lucy became the first African-American student to attend the University of Alabama, although the dean of women refused to allow Autherine to live in a university dormitory. White students rioted in protest of her admission, and the federal government had to assume command of the Alabama National Guard in order to protect her. Nonetheless, on her first day in class, Autherine bravely took a seat in the front row. She remembers being surprised that the professor of the class appeared not to notice she was even in class. Later, she would appreciate his seeming indifference, as he was one of only a few professors to speak out in favor of her right to attend the university.

For protection, Autherine was taken in and out of classroom buildings by the back door and driven from class to class by an assistant to the university president. The students continued to riot, and one day, the windshield of the car she was in was broken. University officials suspended her, saying it was for her own safety. When her attorney issued a statement in her name protesting her suspension, the university used it as grounds for expelling her for insubordination. Although she never finished her education at the University of Alabama, Autherine Lucy's courage was an inspiration to African-American students who followed her lead and desegregated universities all over the United States.

1. According to the passage, what did Autherine Lucy do on her first day at the University of Alabama?
 - a. She moved into a dormitory.
 - b. She sat in the front row of her class.
 - c. She became terrified of the white rioters.

d. She was befriended by an assistant to the university president.

2. Based on the information in the passage, which of the following best describes Autherine Lucy?

- a. quiet and shy
- b. courageous and determined
- c. clever and amusing
- d. overly dramatic

3. When she began classes at the university, Autherine Lucy expected to

- a. stand out from the other students.
- b. have the support of the university faculty.
- c. join an African-American organization for protection.
- d. be ridiculed by the professors.

4. Autherine Lucy never graduated from the University of Alabama because she

- a. moved to another state.
- b. was transferred to another university.
- c. dropped out because of pressure from other students.
- d. was expelled for insubordination.

5. According to the passage, which of the following is true?

- a. The Alabama National Guard is normally under the command of the U.S. Army.
- b. In 1956, the only segregated university in the United States was in Alabama.
- c. Autherine Lucy was escorted to and from class by the university president's assistant.
- d. A few white students at the university were pleased that Autherine Lucy was a student there.

c) Do as directed:

1. gold lost a this who watch morning. (unscramble the question).
2. Your father may sign this document. You may sign this document. One of you must do it. (use a suitable conjunction)
3. The wren dipped _____beak in the water and drank _____fill. (its/it's)
4. the goes seldom she to on Tuesday computer lab afternoon.((unscramble the question).
5. He was surprised by the news.(use a suitable adverb and rewrite the sentence)