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M.Sc.I
FHMF209

2nd Semester Regular Examination 2016-17
Business Communicative English
BRANCH(S) : M.Sc.I(AC), M.Sc.I(AP), M.Sc.I(MC)
Time: 3 Hour
Max Marks: 70
Q Code : Z1166

Question No.1 which is compulsory and any five from the rest
The figures in the right hand margin indicate marks.

- Q1 Answer the following questions: (2 x 10)**
- a) Give an example of cross-cultural communication in our day-to-day life.
 - b) Convert the following sentence into Bias-free: He was very sympathetic towards the handicapped man.
 - c) Which is the most appropriate channel of communication in the business world. Explain with examples
 - d) The communication that takes place between authority and employees in an organization is known as _____.
 - e) Give example of a democratic leader. Give two reasons why you think her/him to be a democratic leader.
 - f) Good morning everybody! Let's begin the proceedings of the meeting. Identify the communication pattern and channels in the given sentence.
 - g) Which stage of team formation is most crucial in the successful output of the team?
 - h) Write a memo informing the office staff about the new timing that is going to be applicable from the 1st of next month.
 - i) Which according to you is the most important soft skills component. Explain with examples
 - j) Write a short notes of scanning as a reading skill.
- Q2**
- a) What are the qualities of a good leader? Explain with examples. (5)
 - b) It is impossible to control Grapevine communication. Justify. (5)
- Q3**
- a) Read the following paragraph carefully and answer the following questions. (5)
The Juvenile justice act will be changed to allow for trial of juveniles in the age group of 16-18 years accused of heinous crimes under the Indian Penal Code, with the Modi government bowing to public clamour for tough deterrent against young criminals who go unpunished because of the lenient provisions under the law. As per the changes cleared by the Union Cabinet on Wednesday, Juvenile justice Boards will determine whether a juvenile accused of a heinous crime ought to be treated as a "child" or "adult". The proposed Juvenile Justice (Care and protection of children) Bill also provides for the classification of different crimes as "petty", "serious" and "heinous".
 - a) Write a suitable title for the paragraph.
 - b) What is the main idea of the paragraph?
 - c) Who according to the paragraph is a juvenile?
 - b) How can soft skills help a professional to be successful in all his endeavours? (5)
Explain with examples.

- Q4** Explain the different stages of team formation. Give examples for each stage. **(10)**
- Q5** a) What is the difference between analytical report and informative report? **(5)**
b) What is ethnocentrism? How can ethnocentrism lead to staff unrest in an Organisation? Explain. **(5)**
- Q6** Write short notes on any two of the following. **(5x2)**
a) Inferential reading.
b) Analytical report.
c) Democratic leader
- Q7** a) What are the elements of an effective paragraph? Explain with examples. **(5)**
b) Develop a paragraph with the following caption. "Time and tide waits for none". **(5)**
- Q8** a) Write a group discussion for 6 candidates on the topic "Over dependent on net is a liability for the society." **(5)**
b) Write an email to your friend explaining the work going on in your present job. **(5)**