

Exam. Code : 110102

Subject Code : 3802

Bachelor of Vocation (Banking & Financial Services)

2nd Semester

COMMUNICATION SKILLS IN ENGLISH

Paper—BVC-202

Time Allowed—3 Hours]

[Maximum Marks—35

Note :— All the questions are compulsory. Each question carries 5 marks.

- I. What points are borne in mind while attending a telephone call ?
- II. What are the components of a good conversation ?
- III. You are Jasleen, a student of B.Voc. (Photography and Journalism). You are asked to speak on the theme of religious intolerance in India and some parts of the world. You are to address the morning assembly. How will you go about it ?
- IV. India should improve the health of its citizens with the help of private participation. Do you agree with the proposition ?
- V. You are Seerat. You are to stay at Mumbai for two days along with your friend. Book a double-room at a good hotel. Enquire about the services provided by the hotel.

VI. Write the following words in IPA symbols :

- (i) Peacock
- (ii) Bamboo
- (iii) Singer
- (iv) Improve
- (v) Choose
- (vi) Spread
- (vii) Mother
- (viii) Fifth
- (ix) Toy
- (x) But.

VII. Makes stress on the following words :

- (i) Employee
- (ii) Engineer
- (iii) Consist
- (iv) Again
- (v) Blackbird
- (vi) Afar
- (vii) Magic
- (viii) Capacity
- (ix) Tomorrow
- (x) Never.