

**Bachelor of Vocation (Banking & Financial Services) - 2nd Semester
(2721)**

Paper : BVC-202 Communication Skills in English-II

Time allowed: 2 hrs.

Max. Marks: 35

Note: There are EIGHT questions of equal marks. Candidates are required to attempt any FOUR questions.

Section-A

1. Explain effective Listening skills.
2. Discuss in detail importance of Feedback Skills.

Section-B

3. What are the different factors that should be kept in mind while attending a telephone call?
4. Explain the importance and technique of note taking in communication.

Section-C

5. As a Headboy/Headgirl address the students on online platform to adopt healthy lifestyle which includes exercise and balanced diet. Use persuasive language.
6. Write the forms of polite speech.

Section-D

7. Your friend is casual about wearing mask while stepping out of the house. Advice him/her to follow the safety measures meant to curb Covid -19 pandemic. Write the conversation in the dialogue form.
8. Explain the essentials of Spoken English?
