

Con. 2638-10.

AN-9853

(2 Hours)

[ Total Marks : 75

- N.B.** (1) Question No. 1 is **compulsory**.  
(2) Attempt any **four** questions out of the remaining **six** questions.  
(3) **Figures** to the **right** indicate **full** marks.  
(4) Answers to all **sub questions** should be **attempted** and **grouped together**.
1. (a) Comment on the statement that communication is a two way process, what role does feedback play in this process ? Illustrate your answer with the help of a diagram. **9**  
(b) Explain merits and demerits of oral communication. **6**
2. Write short notes on any **three** of the following :- **15**  
(a) The importance of internal communication in business organisation  
(b) Advantages of video-conferencing  
(c) Characteristics of a good speaker  
(d) Role played by gesture and posture in body language  
(e) Draw Complete Block Format of letter and name the parts.
3. (a) You are the Head of the Computer Department in Pragati College of Technology, and you need some new, updated equipments for your computer laboratory. Write a letter of enquiry to Bits and Bytes Ltd., Bangalore, and give full details of your requirements (use Full Block form). **8**  
(b) Give definitions for. **4**  
(i) Calculator (iii) Voltmeter  
(ii) Soldering gun (iv) E-mail.  
(c) Find one word substitutes for the following :- **3**  
(i) Tiny organism that can be seen only under microscope which causes disease  
(ii) Branch of philosophy dealing with the nature of existence truth and knowledge  
(iii) Holding establish opinion.
4. (a) You purchased an expensive shirt manufactured by a reputed company from a retail shop. After one wear the colour faded and material shrunk. The retailer has asked you to write to the manufacturers for a replacement. Write a letter of complaint. (use semi block form). **8**  
(b) Write a set of instructions to use microwave oven. **7**
5. (a) As the Public Relation Officer of BEST you have received a letter from a commuter complaining about the rude behaviour of one of the bus conductor. Write a reply to this letter. **9**  
(b) Use any **three** sets of words to form a single sentence. **6**  
(i) Rein – Rain (iii) Mail – Male  
(ii) Tire – Tyre (iv) Urn – Earn  
(v) Affect – Effect.

[ TURN OVER

Con. 2638-AN-9853-10.

2

6. (a) Describe any **one** of the following objects by giving definition, diagram, description and working :- **10**
- (i) Computer (iii) Calculator  
(ii) Electric Iron.
- (b) Write the emotions the various facial expression suggest :- **5**
- (i) Raised Eyebrows (ii) Contracted Face  
(iii) Small Headnod (iv) Smiling Face  
(v) Yawning.
7. Read the following passage and answer the questions given below :-

Rock is considered as rigid solid material forming the surface of a planet. There are three types of rocks found in the earth. The first type is called as 'igenous rocks'. Igenous rocks erupt from a very hot liquid found beneath the earths surface due to volcanoes. This hot liquid is known as magma. Volcanoes are the mountains with a large opening on the top and multiple openings on its either sides, through with magma and other gases escape with great force. Basalt, granite and pumice stones are examples of Igneous rocks. The second type of rock is known as Sedimentary rock.

Sedimentary rock can be formed by deposits in water and sometimes by wind. Sand stone is common example of this type of rock. Sedimentary rocks are further subdivided into two major Categories. The first sub category is known as 'Organic Sedimentary Rock'. These rocks are formed by living plants and animals, coal and limestone are common examples of organic sedimentary rocks. Coal comes from the plants, and limestone from crores of plants and animals. The second sub category is called as chemical sedimentary rock. Chemical sedimentary rocks erupt from the various chemical processes wherein the minerals are deposited.

The third type of rock is known as metamorphic. This can be formed either of igneous or sedimentary rocks. Metamorphic rocks are formed by the intensity of high temperature pressure.

#### Questions :

- (i) What is rock ? **1**  
(ii) Which are the three major types of rocks ? **1**  
(iii) What are the sub-types of sedimentary rocks ? **1**  
(iv) What are volcanoes ? **2**  
(v) What is magma ? **1**  
(vi) What are minerals ? **1**  
(vii) Write a summary of the above passage. **8**

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