

Time: 1 ½ Hours

Marks: 45

N.B.

1. Q.1. is compulsory.
2. Attempt any two out of the remaining four questions.
3. Figures to the right indicate full marks.
4. Answers to the sub questions should be grouped together.
5. Assume suitable data wherever necessary.

Q1 Answer the following questions (15)

- a** Explain Verbal Communication Method. 5
- b** You ordered a cellphone from Click & Buy online shopping portal. On opening the parcel, you noticed that the cell phone was damaged. Write a complaint cum claim letter to the Customer Relations Manager. 5
- c** Write a set of instruction for making an UPI payment. 5

Q.2. Answer any three of the following questions (15)

- a** Write antonyms of the following words 5

Word	Synonym
Abundant	
Arrive	
Borrow	
Conceal	
Enter	

- b** Write one sentence summary of the following extracts: 5

1. World Book Day, celebrated on April 23rd, is an international event organized by UNESCO to promote reading, publishing, and the love of literature. The date was chosen to honour the memory of great literary figures. The day encourages people of all ages to discover the joy of reading and to appreciate the value of books as tools for education, empathy, and cultural exchange. Schools, libraries, and bookstores worldwide host activities that inspire reading habits, especially among children and young adults.
2. Information literacy is the ability to identify, locate, evaluate, and effectively use information for problem-solving, decision-making, and learning. In today's digital age, where vast amounts of information are readily accessible, being information literate means not just finding data but also critically analyzing sources for credibility, relevance, and bias. It empowers individuals to navigate misinformation, engage in informed discussions, and become responsible digital citizens. Information literacy is a vital skill in education, the workplace, and everyday life.
3. Values and ethics are fundamental principles that guide human behavior and decision-making. Values refer to the personal and societal beliefs that define what is important and worthwhile, such as honesty, respect, and compassion. Ethics, on the other hand, are the rules or standards that govern conduct within a particular context, such as professional or social settings. Together, they shape moral judgment, promote integrity, and foster trust in relationships and institutions. Upholding strong values and ethical practices is essential for building a just and responsible society.

- c** Identify types of communication barriers in the following communication situations 5

1. As the workers doubted the manager's intentions, they couldn't talk to him frankly.
2. A sudden power outage prevented a scheduled virtual class.
3. Saavi's illegible handwriting failed to convey her message to the readers.
4. Rama was not able to speak properly due to throat infection.
5. The audience in the back couldn't hear properly due to faulty PA system.

- d** Explain the Grapevine Communication Network. 5

Q.3 Answer any three of the following questions (15)

- a Punctuate the following sentences 5
1. You may seat wherevr you laik
 2. i had seen a movi yesterdays
 3. i believe on him
 4. sahu did not understood what you say
 5. its amazing
- b Write a short paragraph on 'Responsible Use of Social Media'. 5
- c Do as Directed: 5
1. The correct option should be clicked (Rewrite as an imperative sentence).
 2. Actual fact. (Identify the redundant word).
 3. End result (identify the redundant phrase).
 4. Yours Faithfully, (Rewrite the complimentary close in open punctuation style)
 5. Give an example of cliché
- d Describe a Scientific Calculator 5

Q.4 Answer any three of the following questions (15)

- a Apply the SMART goal-setting method and write your academic goals for next semester. 5
- b Your teacher has assigned a group project report writing activity as part of the term work. You are allowed to select your topic and group members. Write your group project actions/events as per the five stages of team building. 5
- c Explain the structural parts of a formal letter. 5
- d Match the Column 'A' with Column 'B' 5

Column- A	Column -B
Note	Direct exposure to sunlight will affect the process outcome
Caution	Password is case insensitive
Warning	Damaged to equipment/improper results
Danger	Instruction Writing
Action Verbs	Highly Inflammable

Q.5. Answer any three of the following Questions (15)

- a Write meaning of the following idioms: 5

Idioms	Meaning
Strike a blow	
Game over	
All comers	
Ahead of your its time	
Under the weather	

- b Give Diagrammatic representation and explanation of the Complete Block style. 5

- c Write an email to your class teacher for requesting a two days leave. 5

- d Read the following Paragraph and answer the questions given there below: 5

India, with its large and youthful population, holds immense potential for economic growth. However, a significant challenge the country faces is the skills gap — the mismatch between the skills possessed by the workforce and those required by employers. While millions of students graduate each year, many lack the practical, technical, and soft skills needed for modern jobs. Rapid technological advancement and changing industry demands have widened this gap further. Despite efforts by the government and private sector to provide skill development programs, the reach and effectiveness of these initiatives vary. Bridging the skills gap is crucial not only for reducing unemployment but also for boosting productivity and driving inclusive growth.

1. What is the main issue discussed in the passage? 1
A) Unemployment in rural India
B) The mismatch between workforce skills and job requirements
C) High dropout rates in schools
D) The rise of online education platforms
2. Why is the skills gap a problem for India? 1
A) It leads to overpopulation
B) It causes students to study abroad
C) It limits employment and economic development
D) It increases government spending on education
3. What kinds of skills are often lacking in Indian graduates? 1
A) Physical and athletic skills
B) Only academic knowledge
C) Practical, technical, and soft skills
D) Language translation skills
4. How has technology affected the skills gap? 1
A) It has closed the gap completely
B) It has made manual labor jobs more popular
C) It has widened the gap by changing industry needs
D) It has replaced the need for education
5. What does the passage say about current skill development programs? 1
A) They are not needed anymore
B) They are effective in every part of the country
C) Their reach and effectiveness vary
D) They are run only by international organizations
