Time: 2 Hours **Max Marks: 40**

NB: 1. Q1. Is compulsory.
2. Attempt any Three out of the remaining Five questions.
3. Figures to the right indicate full marks.
4. Answers to the sub questions should be grouped together.

Q1 **(10 marks)**

A. Define communication. Explain the process of communication with a neat diagram and example. **(05)**

B.

i. Explain the importance of non-verbal communication in professional life with examples. **(04)**

ii. Identify sender, receiver, message, channel, feedback: **(01)**

A manager calls an employee to discuss project delay, but the employee ignores the call.

Q2 **(10 marks)**

A. Write a letter to TechNova Pvt. Ltd., Pune applying for an internship from July to September. Use complete block format. **(05)**

B.

i. Fill correct verb: **(02)**

(a) Everyone ___ (has/have) submitted the assignment.
(b) A number of students ___ (is/are) absent today.
(c) Neither Ram nor Shyam ___ (is/are) ready.
(d) Each of the players ___ (was/were) awarded.

ii. Match the following: **(02)**

(a) Highly inflammable	- Warning
(b) User manual	- Instruction
(c) Delicate item	- Description
(d) Machine working	- Caution
	- Danger note

iii. Use words in sentences: **(01)**

Affect / Effect

Q3 **(10 marks)**

A. Write a complaint letter to FreshMart Online Store for receiving damaged groceries. **(05)**

B. Short notes: **(04)**

i. Barriers to Communication
ii. Formal Communication

C. True/False: **(01)**

i. Feedback completes communication.
ii. Grapevine communication is always reliable.

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Q4 **(10 marks)**

A. Differentiate: **(04)**

i. Formal vs Informal Communication

ii. Instruction vs Description

B. Describe a Digital Thermometer (definition, principle, working, diagram and uses). **(06)**

Q5 **(10 marks)**

A. Write instructions for using a microwave oven. **(05)**

B. Identify type: Definition, Instruction, Description, Caution, Warning, Note **(05)**

(1) Keep away from children.

(2) A barometer measures atmospheric pressure.

(3) Insert the plug and switch on.

(4) Contents are fragile.

(5) The device consists of a sensor and display unit.

Q6 **(10 marks)**

A. Comprehension Passage **(05)**

Communication plays a vital role in every organization. It is the process through which information is exchanged between individuals to achieve mutual understanding. Effective communication ensures coordination among different departments and helps in achieving organizational goals efficiently. In any workplace, communication can take different forms such as verbal, non-verbal, written, and visual. Each form has its own importance depending on the situation. For example, written communication is useful for maintaining records, while verbal communication helps in quick decision-making.

However, communication is not always perfect. There are several barriers that can affect its effectiveness. These barriers may be physical, such as noise and distance; psychological, such as stress and emotions; or linguistic, such as language differences. Such barriers can lead to misunderstandings and reduce productivity.

To overcome these challenges, organizations must focus on clarity, proper channel selection, and feedback. Feedback is especially important as it ensures that the message has been understood correctly. It also allows the sender to make necessary corrections if required.

Thus, effective communication not only improves efficiency but also strengthens teamwork and relationships within the organization.

1. Communication helps in:
   a) Confusion
   b) Coordination
   c) Delay
   d) Isolation

2. Effective communication requires:
   a) Noise
   b) Clarity
   c) Silence
   d) Delay

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3. Barriers reduce:
   a) Efficiency
   b) Profit
   c) Clarity
   d) Both a & c

4. Purpose of passage:
   a) Inform
   b) Entertain
   c) Argue
   d) Criticize

5. Communication leads to:
   a) Misunderstanding
   b) Teamwork
   c) Conflict
   d) Delay

B.

i. Define: **(02)**

(1) Printer
(2) Blueprint

ii. Non-verbal cues: **(01)**

(1) Eye contact
(2) Crossed arms

iii. Importance of feedback (any 4 points) **(02)**

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