

Roll No.

Total Pages : 2

GSM/M-20

1533

FUNCTIONAL ENGLISH

Time Allowed : 3 Hours]

[Maximum Marks : 60

Note : Attempt **all** questions.

1. Describe with appropriate examples the process of Communication.

Or

Write a note on the Socio-Physiological barriers to effective Communication. 12

2. Write a note on the functions of Non-verbal Communication in Interpersonal Communication.

Or

Write a short note on the following :

- (a) Voice modulation.
 - (b) Facial expressions. 12
3. Write a note on the role of the Internet in Mass Communication.

1533/K/68

P. T. O.

Or

Write a short note on the effectiveness of the following as means of Mass Media :

(a) Computer

(b) Television. 12

4. You want to place an order for food on telephone. Write in 200 words the conversation you are likely to have with a salesperson at the shop selling food.

Or

You want to travel to New Delhi on next Monday. Write in 200 words the conversation you are likely to have with the Clerk at the railways enquiry. 12

5. Write in 200 words the conversation you are likely to have at a dinner party at your friend's house.

Or

Write in 200 words the conversation you are likely to have with the waiter while ordering your food. 12