

July-22-00006

B. Pharmacy EXAMINATION, 2022

Semester I (CBCS)

ENGLISH COMMUNICATION SKILLS

(Common-B.Pharm, Ayurv, B.Arch.)

HS-101

Time : 3 Hours

Maximum Marks : 60

The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note : Attempt *Five* questions in all, selecting *one* question from each Section A, B, C and D. Q. No. 9 is compulsory.

Section A

1. What is the need for effective communication ?
Describe the process of communication. **10**
2. Discuss the barriers to communication. **10**

Section B

3. Explain the classification of consonant and vowel sounds. 10
4. What are the uses of appropriate diction, prepositions and articles in effective communication ? 10

Section C

5. Differentiate formal, informal and demi-official letters. How business letters can advance your organizational interests ? 10
6. Briefly explain the three processes involved in technical writing—pre-writing, writing and rewriting. 10

Section D

7. Explain the role of soft skills for personality development. 10
8. What are the elements of telephonic etiquettes ? How are these useful during a telephonic job interview ? 10

(Compulsory Question)

9. Write short notes on the following : 4×5=20
 - (i) Physical noise in communication
 - (ii) Telephonic etiquette
 - (iii) English phonetics
 - (iv) Complaint letters
 - (v) Qualities of a good leader.