

**BACHELOR'S DEGREE IN LIBRARY AND
INFORMATION SCIENCE (REVISED)**

Term-End Examination

June, 2018

BLI-225 : COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 70

Note : Answer All questions.

1. Read the passage and answer in your own words the questions that follow :

Is talking on the phone as easy as most of us believe it to be ? And specially these days when almost certainly, our first job interview is likely to be on the phone ? And what if we get employed in fields like tele-marketing or in customer support sections as tele-executives ?

Face-to-face communication consists of three elements : words, tone of voice and body language. On the phone there is no way of reading the body language of a person. So what you say and the tone of your voice become much more important as does your ability to listen and respond. A good idea is to smile while talking on the phone. This will help in keeping your voice enthusiastic and cheerful !

When you make a business call or a call to a stranger (or even a personal call, for that matter) you should always, first of all, identify yourself. Give your name, and if it is a business call, your company's name and your position in the company to the person you are talking to. Speak slowly and clearly and say straightaway why you

are calling. It is best to state this immediately and clearly, though briefly. This way you can save a lot of time by not talking to the wrong person or at the wrong time.

The most important thing about making a phone call is to make it, if you have to, even if it is about something unpleasant. Do not make a call very early or too late in the day. Even before you greet the caller you should be clear in your mind about what you want to talk about and how much you wish to say. In fact, it is a good idea to mentally rehearse your talk. It is still more helpful to keep important papers handy to which you can refer as you talk, so that facts and figures are correct, and you don't have to hunt for them while the caller waits. It is also important to keep a clear and direct approach with a minimum of social chit-chat. Social chats are all right occasionally, when you are relaxed and on very friendly terms with the caller but they tend to waste time, both yours and the other person's, who may be busy when your call comes through. Do not talk to anyone else while you are talking on the phone. If for some reason you have to, then put the other person on hold. Give concise, to-the-point answers if the listener has any queries and say you don't know, if you are asked about something you don't have any knowledge of. Do not pretend that you have all the answers if you don't. Say that you will ring the person back as soon as you have the correct information and do call back as you promised.

If it is an important call, make notes before you call so that you don't miss anything. Also, take notes during the call so that you can accurately recollect the information later. Jot down the name of the person who has called and

address him by name. This helps in building rapport and leaves a better impression. In business calls it is also a good idea to send a fax or a letter confirming any decisions taken or agreements arrived at, over the phone. Names and numbers should always be repeated and spelt out, if necessary, to avoid mistakes.

- (a) (i) How is face-to-face communication different from talking on the phone ? 10
(ii) How can one save time while you are making a business call ?
(iii) How should you prepare for an important call ?
(iv) If you are asked about something you don't have any knowledge, what will you do ?
(v) Suggest a suitable title for the above passage.
- (b) Make sentences with the following in your own words : 5x1=5
(i) ability
(ii) enthusiastic
(iii) unpleasant
(iv) accurately
(v) impression
2. Write short notes on any two of the following :
(a) Presentation skills 2x5=10
(b) Methods of writing
(c) Composing a formal letter
(d) Features of a memo
3. You are a librarian in a college. Write a letter to a book supplier requesting him to send you a catalogue of English language books required for your library. 10
4. Write a paragraph on your college library and the facilities provided by it. 10

5. Write a note on the making and utility of a portfolio. 10
6. Fill in the blanks with the correct verbs : 5
- (i) I will call you when he _____ back.
(comes, will come)
 - (ii) This book is not long. I _____ it by lunch time.
(will be reading, will have read)
 - (iii) Look at those black clouds. It _____.
(will rain, is going to rain)
 - (iv) The train _____ before we reach the station.
(arrives, will have arrived)
 - (v) I _____ into town later on. Do you want a lift ?
(drive, will be driving)
7. Fill in the blanks with suitable prepositions. 5
- (i) I must start _____ down to reach the station in time.
 - (ii) The child has been missing _____ yesterday.
 - (iii) We shall stay three months _____ America.
 - (iv) He rushed to my room panting _____ breath.
 - (v) Do not cry _____ spilt milk.
8. Fill in the blanks with suitable articles : 5
- (i) I met him _____ year ago.
 - (ii) Have you told him about _____ accident ?
 - (iii) He is _____ honour to this profession.
 - (iv) The brave soldier lost _____ arm in battle.
 - (v) Let us discuss _____ matter seriously.
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