

**TOURISM STUDIES
(BHM / BA—IHA)**

**Term-End Examination
December, 2010**

09515

**ELECTIVE COURSE : ENGLISH
EEG-03 : COMMUNICATION SKILLS IN ENGLISH**

Time : 3 hours

Maximum Marks : 100

Note : Answer any five of the following questions.

1. Imagine that you were interviewed by 'The Times of India', and selected for employment while you got a better assignment elsewhere. Write a letter refusing the former offer. **20**
2. Write the following memos for the employees of your office.
 - (a) Advising them to turn off the lights before leaving ; **10**
 - (b) Shorten the waiting period for your clients, due to unnecessary delays on their part. **10**
3. Write a farewell speech on the occasion of the retirement of a senior colleague of yours. **20**
4. (a) Bring out the points of difference between an article and a feature. **10**

- (b) Which of the two is likely to make a more interesting reading and, why ? 10
5. Write a radio play on *any one* of the following topics : 10+10=20
- (a) As you sow, so you will reap
 - (b) Where there is a will there is a way
 - (c) A stitch in time saves nine
 - (d) A moral life is a healthy life
6. (a) What according to you, are the qualities of a good interviewer ? 10
- (b) How would you prepare yourself for a position in a publishing/sports/culture firm ? 10
7. Write a review in English of a book that you have read recently in any language. 20
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Time : 3 hours

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Note : Answer any five of the following questions in your own words.

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1. (a) In how many ways can you interpret the sentence: 'Mahesh, the car may come' and in what contexts ? 10
 - (b) Write a note on non-verbal communication. How can it be used as a tool in negotiations? 10
 2. How would you make enquires and ask questions in a face-to face situation and on the phone, in English ? Illustrate your answer with suitable examples. 20
 3. A week from today the H.R. manager at an MNC in Gurgaon is going to interview you telephonically Record briefly,
 - (a) Your preparation for the interview, and 5
 - (b) Your dialogue with the H.R. manager during the telephonic interview. 15

4. Write your comprehensive vitae. 20
 5. Give an account of three important points you would take care of in making a programme on panel discussion for the television. 20
 6. List at least eight structural elements of the World Wide Web and explain them. 20
 7. Write brief notes on *any four* of the following : 20
 - (a) Pun
 - (b) Rhetorical Questions
 - (c) Oxymoron
 - (d) Transferred epithet
 - (e) Irony
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