

This question paper contains 1 printed page]

Roll No.

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S. No. of Question Paper : 4696

Unique Paper Code : 2036000005/2036001005

Name of the Paper : Personality Development and Communication
(Regular)

Name of the Course : Skill Enhancement Course

Semester : II/IV/VI SEC

Duration : 1 Hour

Maximum Marks : 30

(Write your Roll No. on the top immediately on receipt of this question paper.)

Candidates have to answer any *three* questions.

All questions carry equal marks (10 marks)

1. Comment on the 7Cs of communication.
2. Differentiate between Formal and Informal communication.
3. Discuss paralanguage as a component of communication.
4. Elaborate on the steps organizations can take to promote cooperation, trust, and accountability among team members.
5. As a Customer Relations Manager, write a report on the customer satisfaction survey conducted by your firm.
6. Write a letter to the District Magistrate drawing attention to the lack of proper public transport facilities in your locality.