

*Total number of printed pages-8*

**4 (Sem-2) CAFE-I**

**2022**

## **COMMUNICATIVE AND FUNCTIONAL ENGLISH-1**

Paper : 201

*Full Marks : 80*

Time : Three hours

***The figures in the margin indicate  
full marks for the questions.***

1. State whether the following statements are True **or** False : **(any ten)** 1×10=10
  - (a) Written communication is more formal than oral communication.
  - (b) Time does not affect human relations and communication.
  - (c) Letter is the most suitable means of official communication now a days.

*Contd.*

- (d) A circular letter is not meant for a large number of people.
- (e) Listening is a very important form of soft skill.
- (f) Noise can be physical or psychological and it is a barrier to communication.
- (g) Haptics is the study of body movements to judge inner state of emotions expressed through body parts.
- (h) In cluster, the individual tells the other selectively in informal communication process.
- (i) The source, channels, audience and effects of the messages of communication are multidimensional.
- (j) To create new customers and maintain old ones, enterprises have to use effective communication strategies in the form of advertisement and publicity campaign.
- (k) In brainstorming, the focus is on criticism and so the ideas are judged from the beginning carefully.

2. Answer **any five** of the following questions :  
2×5=10

- (a) What is chronemics ?
- (b) Write *two* advantages of face-to-face communication.
- (c) Define e-mail.
- (d) What is proxemics in communication ?
- (e) What is group discussion ?
- (f) Name *two* semantic barriers of communication.

3. Answer the following questions : 5×4=20

(a) Correct **any five** of the following sentences :  
1×5=5

- (i) Nobody can admit that the tiger is a very strong animal.
- (ii) He likes childrens.
- (iii) They usually gone to bed at 10pm.
- (iv) She left the hostel, bags and baggage.

(v) The girl hates sweets in the breakfast, did she ?

(vi) I have painted the house as white.

(b) Rewrite **any five** of the following as directed :  $1 \times 5 = 5$

(i) He is too slow to win the race.  
(Use 'so...that')

(ii) This nut is harder than that one.  
(Change into positive degree)

(iii) I know his address.  
(Make it a complex sentence)

(iv) If you are patient enough, you will get the results at the end.  
(Change into a compound sentence)

(v) We will ever remember him for his bravery.  
(Change into negative without altering the meaning)

(vi) The thief has been arrested.  
(Change the voice)

(vii) I asked him if he could help me.  
(Change into direct speech)



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(c) Fill in the blanks of **any five** of the following with appropriate prepositions :

1×5=5

(i) He disliked the movie, so he turned the T.V. \_\_\_\_\_ .

(ii) Don't hanker \_\_\_\_\_ money.

(iii) She always boasts \_\_\_\_\_ her costume.

(iv) All the employees were requested to abide \_\_\_\_\_ the new company rules.

(v) Refusing to take a lift, we walked \_\_\_\_\_ foot.

(vi) The manager agreed \_\_\_\_\_ adopt the fresh modifications on union regulations.

(vii) The dessert is comprised \_\_\_\_\_ fruits and green leaves.

(d) Make sentences to illustrate the uses of the following : **(any five)** 1×5=5

(i) Break the ice

(ii) Part and parcel

(iii) Black sheep

(iv) Hit the nail on the head

(v) In the same boat

- (vi) Lend an ear
- (vii) In a nutshell
- (viii) Pay an arm and a leg
- (ix) Above board
- (x) Bell the cat.

4. (A) Answer **any two** of the following :  
10×2=20

- (a) What are the psychological barriers to communication? Explain various psychological barriers. 2+8=10

**Or**

“Non-verbal communication is more important than verbal communication.” Discuss. 10

- (b) What are circular letters? Differentiate between a circular letter and a complaint letter. 10

**Or**

What are the various forms of non-verbal communication? Discuss. 10

- (c) What is Memo ? When is it used ?  
Discuss its advantages.

2+2+6=10

**Or**

What is meant by Public Relations ? Discuss the functions of Public Relation Department.

2+8=10

- (d) Discuss general principles of effective communication. 10

**Or**

What is self-development ? How can it improve communication ?

2+8=10

- (B) Answer **any two** of the following :

10×2=20

- (a) You placed an order for electronic goods with B. R. Electronics, 54, Howrah Road, Kolkata but you found that some goods are damaged in transit. Write a letter of complaint.

**Or**

Write a reply to an enquiry for catalogue and price list for computers from M/s Goyenka Computers, Mayapuri, Delhi to the buyer.

- (b) Write an adjustment letter on behalf of Amar Traders replying to the complaint by a buyer regarding delay in supply of products.

**Or**

You are the Sales Manager of Das Chemical and Fertilizer Limited. Write a memo to the Managing Director informing about your sales position.

- (c) Write a press release for Bharatiya Automobiles announcing plans for entering into a joint venture with foreign collaboration.

**Or**

Draft a circular letter announcing voluntary retirement of the General Manager of R. M. Chemicals, Guwahati.

**Or**

Write a loan refusal letter on behalf of the Branch Manager, SBI, Tezpur to a customer explaining the reason that the customer did not clear the previous loan of the bank on time.