

**CS/B.Pharm/SEM-1/HU-101/2012-13**

**2012**

**HUMANITIES**

**(PROFESSIONAL COMMUNICATION IN ENGLISH)**

Time Allotted :

3 Hours Full Marks : 70

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words  
as far as practicable.*

**GROUP – A**

**( Multiple Choice Type Questions )**

1. Choose the correct alternatives for the following :

10x1 = 10

i) Since that journey, I never ..... again.

- a) sailed      b) have sailed  
c) shall sail      d) would sail.

ii) "Let me know immediately she .....,," he  
shouted.

- a) will arrive      b) would arrive  
c) arrives      d) is arriving.

iii) If I ..... one more question, I would have  
passed.

- a) had answered      b) would have answered  
c) would answer      d) answered.

iv) Several years have passed since I .....  
Rajasthan.

- a) have visited      b) visited

- c) has visited      d) have been visiting.
- v) My friends warned me that I ..... better be careful.
- a) should      b) would  
c) could      d) had.
- vi) The tower was struck by ..... and fell down.
- a) lightning    b) lightening  
c) lighting     d) none of these.
- vii) The act of taking the work or an idea of someone else and passing it off as one's own is
- a) copying      b) imitation  
c) plagiarism   d) none of these.
- viii) The antonym of the word 'amateur' is
- a) average      b) experienced  
c) professional   d) skilled.
- ix) Fecund means
- a) Fertile      b) Loyal  
c) Powerful    d) Strange.
- x) A ..... of stars. ( Fill in the gap )
- a) pile      b) bundle  
c) heap     d) galaxy.

### **GROUP – B**

#### **( Short Answer Type Questions )**

Answer any *three* of the following. 3x5 = 15

2. What do you mean by Kinesis in communication ?
3. Write in brief on how to communicate in group

discussion.

4. Are the three the same : a CV, a Biodata & a Resume ?

Give reasons for your answer.

5. What are the different steps of writing a report ?

6. Discuss in brief some ways in which an individual can improve his/her listening skill.

### **GROUP – C**

#### **( Long Answer Type Questions )**

Answer any *three* of the following.  $3 \times 15 = 45$

7. a) Insert appropriate prepositions : 5 1 = 5

i) We have free access ..... the library.

ii) Swimming is beneficial ..... health.

iii) Great books deal ..... persistently  
unsolved problems of life.

iv) He persisted ..... hoping against hope.

v) I cannot account ..... his absence.

b) Correct the grammatical errors : 5x1 = 5

i) It is an unique privilege to welcome our guests.

ii) The choice lies between honour or dishonour.

iii) If you will run, you will catch the train.

iv) I have already availed of all the casual leave due to  
me.

v) He boasts his achievementts now and then.

c) Rewrite the following as directed : 5x1 = 5

i) You are too early for the show. ( Use 'enough' )

ii) We are sure of his honesty. ( Make it complex )

iii) Did she commit all the mistakes ? ( Change the voice )

iv) He said on the telephone, "We kept on doing our work till late night". ( Make it indirect )

v) The old man made a great effort and stood up. ( Make it simple ).

8. What do you understand by professional communication ?

As a student of Pharmaceutical Science why do you think that there is a need for Professional Communication ?

3 + 12

9. Write in brief the advantages and disadvantages of paperless offices in business organizations.

10. As the Purchase Manager of Sun Pharmaceuticals Co. Ltd.,

22 M.G. Road, Kolkata - 700 009, you had placed an order with M/s Jyoti Chemicals, 19 V.B. Patel Road,

Kerala-685509. When the consignment arrived, you found some of the chemicals are in partially damaged condition.

Write a complaint letter to the Sales Manager of the company asking for replacement or compensation.

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