

B.B.A. Semester - 3 (CBCS) Examination**Oct/Nov - 2022 (OLD COURSE)****PERSONALITY DEVELOPMENT & COMMUNICATION SKILLS(FOUNDATION)****Time: 2:30 Hours****Marks: 70****Instructions:**

1. All questions are compulsory.
 2. Figures to the right indicate marks.
-

Q.1 (A) Write A Short Note on Any One (10)

1. Nathu
2. Three Questions
3. The verger

Q.1 (B) Explain Any Two references (10)

1. 'Who would have thought the bank would collapse!'
2. 'Say, Jim, I'll fetch the water if you'll whitewash some.'
3. 'I'd be verger of St. Peter's, Neville Square.'
4. 'Let me take the spade and work a while for you.'

Q.2 Answer the following questions (Any Two) (10)

1. How does the manager try to handle the angry customers?
2. What 'great law of human action' did Tom discover?
3. How did the narrator end up withdrawing all his money?
4. What is Albert's thinking for new Vicar?

Q.3 (A) Attempt Any One Letter (10)

1. Draft a Complaint Letter regarding late delivery of stationery items.
2. Draft an Adjustment Letter in response to complaint for Damaged Parcel of stationery items.

Q.3 (B) Attempt Any One Press Release (10)

1. Draft a Press Release on behalf of Principal of Genius Science School announcing free scholarship to meritorious students.
2. Draft a Press Release on behalf of Manager of Sanket India, Junagadh for announcing various offers on electronic items during *Navratri*.

Q.4 (A) Complete the paragraph by filling the blanks with the help of modal auxiliaries given in the bracket (10)

1. I _____ call you tomorrow. (can, will)
2. You _____ write your name first in the form. (should, might)
3. It _____ rain today. (must, may)
4. Raju _____ not finish his work yesterday. (can, could)
5. We _____ play marbles in our childhood. (could, would)
6. Sachin _____ hit century in next match. (might, could)
7. _____ I take your chair? (would, may)
8. You _____ smoke in hospital. (might not, should not)
9. Saroj _____ speak Tamil fluently. (will, can)
10. We _____ be happy to see you in our function. (should, would)

Q.4 (B) Define the following terms (10)

- | | | |
|-----------------------|--------------|-----------------|
| 1. Airway bill | 2. Consignee | 3. Dock receipt |
| 4. ETC | 5. DISC | 6. Exim bank |
| 7. Free port | 8. Import | 9. Piggybacking |
| 10. Validated License | | |
