

Qb) Write a memorandum reporting to the office

GSEKHAR PUT LTD
NN Vihar, Bargarh, Odisha, 768028



MEMORANDUM

Ref: GSDL(0)-80238618

Date: 22nd December 2023

From: Gaurav Sekhar
CEO

To: Mr. Avadh Kumar
Project Employee

Sub: Late reporting to the office

It has been observed that you are coming to the office late everyday since 15th December 2023. This incident sets bad example to the other employee of the organisation.

It hampers the productivity of the employee of the organisation and delays the project. Such type of incident must be avoided.

If this continues then I am bound to take legal action or constitute a disciplinary committee against you. Hope you will understand and come to the office on time.

Gaurav Sekhar Bhai

CC: 1) HR Department
2) Finance Department
3) Legal Department

Question Paper-03

93

1) a) Communication should be free from discriminatory language, explain briefly with an example.

ans: Communication should be free from discriminatory language and that is bias free language. Most house. Bias free language is a language that is sensitive to people's sex, race, age, physical condition for example blind is a biased language instead we should use bias-free language i.e. Visually impaired.

b) Change into passive voice
Advertise the post

ans: Post the advertisement

c) Identify the underlined sounds
Boot, Yes
[u] [e]

d) What is the purpose of writing a recommendation letter?

ans: It is from a person who has already witnessed the concerned individual perform & show progress, & serves a highly credible source of information.

e) Write two difference b/w Biodata & CV?

ans: Biodata

→ It is shorter in length & more concise

→ It is often used in non-professional or personal settings

CV

→ It is typically longer & can extend to multiple pages

→ It is used in professional & academic comebacks.

Q.6) Explain the types of Verbal communication with suitable example

Ans: There are basically 2 types of Verbal communication:

(i) Oral Communication.

- Communication through mouths
- Speeches, presentation, discussions are all forms of oral communication
- Face to face communication helps to build a rapport & trust
- The feedback is spontaneous
- The communication is time saving and also saves money & efforts.

(ii) Written Communication

- Written communication has great significance in today's business world
- Effective written communication is essential for preparing worthy promotional materials for business development
- Speech came before writing but writing is more formal
- It has legal validity & can store permanently
- Only disadvantage is that the feedback is not immediate

Q.7) What are the key forms of non-verbal communication? Elucidate with example.

Ans: Non verbal communication is a comm. of feelings, emotions, attitudes, thought through body gestures.

(i) Kinesics.

It is the study of facial expressions, posture & gesture

(ii) Oculistics.

Study of the role of eye contact in non verbal communication

(iii) Haptics

It is the study of touching

(iv) Proxemics.

Study of measurable distance b/w people as they interact.

(v) Chronemics.

It is the study of use of time in non verbal communication

(vi) Paralinguistics

Study of variation in pitch, speed, volume & pauses to convey meaning.

OR

Briefly explain the channels of communication with proper example

Ans: There are two types of communication channel — (1) Verbal

(2) Non verbal

For verbal communication refer to Page no 0

For Nonverbal communication refer to page no 0

Q3 @ Differentiate b/w time & tense. Elaborate the answer with example

aw: Refer to page no 0

Q4 Describe verbs of state. Explain with suitable example.

aw: Refer to page no. 0

or

Q5 Write a short note on the English conditional sentences along with its rules.

aw: Refer to page no 0

Q6 Distinguish b/w Present perfect continuous from past perfect continuous with appropriate example.

aw: Present Perfect Continuous

Indicates an action or situation that started in the past & continues up to the present memory.

Sub + has/have + been + present participle (ing form)

Ex: I have been working on this project for three hours.

Past Perfect Continuous

Describe an action or situation that started in the past, continued for some time & was still ongoing when another past event occurred

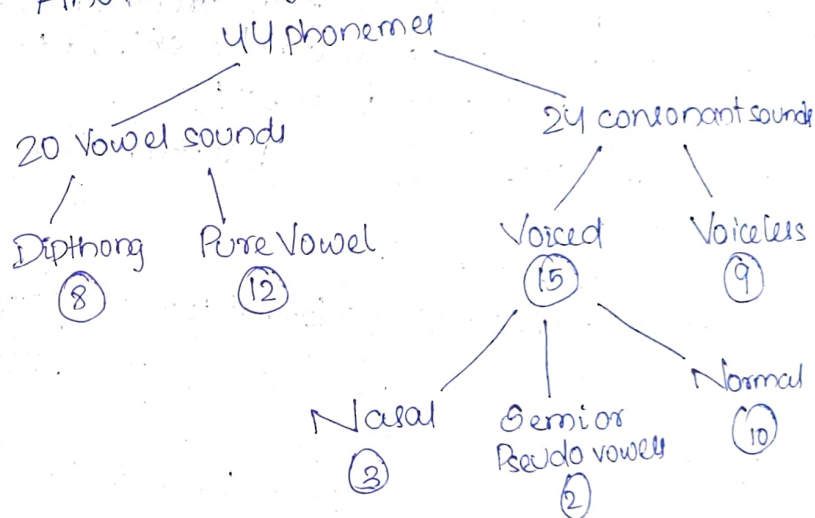
Sub + had + been + Present participle (ing form)

Ex: By the time she arrived, I had been waiting for over an hour.

Q1

Q1 What are the problems faced by the Indian speaker while communicating in English?

aw: In English there are 44 phonemes. Out of 44 phonemes, 41 are oral & 3 are nasal. Another way of classification is as follows



Non native speakers or in this case Indian speakers of English face problems in articulation of certain sounds of correct pronunciation. For example

|θ| & |s| are two different sounds

|s| → Sun, sand, sign

|θ| → Shine, shell, shock

|z|, |dʒ|, |ʒ| are three different sounds

|z| → Zinc, zebra |ʒ| → measure, pleasure

|dʒ| → just, jeep

- ⑥ Define contrastive stress with example
- Whenever we speak a word, the degree of prominence which is given to a particular sound is known as the word stress.
- Contrastive stress is a normal deviation to the rules & regularities of a sentence stress.
- It is a normal intonation present in the last lexical word that can be shifted to the other, changing the meaning
- ex: I am leaving for Mumbai tomorrow morning

→ Single tone group
 → lexical word leaving, Mumbai, tomorrow, morning
 (Stressed) ↑ falling tone

Can you lend me some money?

Desperate plea

Can you lend me some money?

I am asking for a loan, which I intend to return

Can you lend me some money?

I require the money / will you trust me

Can you lend me some money?

I am not asking for more but some amount of money

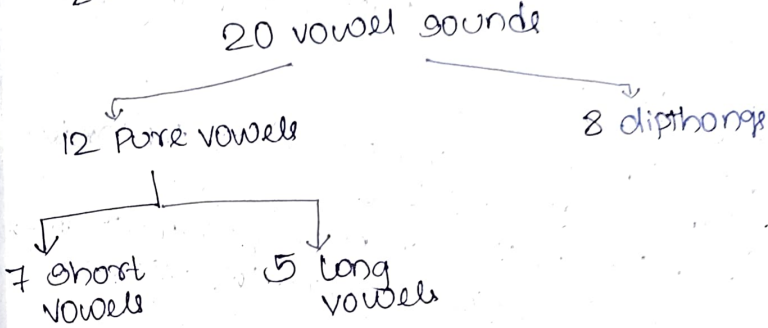
Can you lend me some money?

I am asking for money not any other kind of help

We can see that putting stress on different words in a sentence deriving different meaning

or

- ⑦ Differentiate between short & long vowels
- ans: Out of 44 phonemes there are 20 vowel sounds.



Short Vowels: Vowel sound that are typically present in a short duration

- [ɪ] ⇒ fill, hit, sit, bit
 [ʊ] ⇒ full, pull, foot
 [ʌ] ⇒ Bus, under, cut, but
 [ɒ] ⇒ Allow, again
 [e] ⇒ Pen
 [æ] ⇒ Cat, Pan, arm

Long Vowels: Vowel sounds that are pronounced for a longer duration than their short counterparts

- [i:] ⇒ Beat, heat, seat
 [u:] ⇒ Pool, fool, cool
 [ɑ:] ⇒ Father, vast, dark
 [ɔ:] ⇒ All, hall, ball, call

⑤ Write a note on rising intonation. Explain⁽⁴⁾ with the help of rules.

Ans: Intonation: It can be claimed as the melody of language or music of speech.

Tone: A tone refers to the modulation of the voice expressing a particular feeling or mood.

Rising Tone:

- The pitch of our voice rises on the tonic syllable in a rising tone.
- Rising tone is used in polite questions, conditional polite, direct questions & incomplete utterances.

⑥ Polite question:

- How is your study?
- Can I help you?

⑦ Polite request:

- please give me your pen
- please sit down

⑧ Conditional expression:

- If you word hard, you may get a pronunciation.

⑨ Direct question

Yes-no question or alternative question

- Do you like English music?
- Have you finished the job?

⑩ Incomplete utterances

- By the way
- Fortunately
- It's 10 o'clock... and Ravi hasn't gone to office.

Q5) (a) Develop the following into a paragraph⁽⁴⁾ of about 150 words:

Global warming: A threat to our planet

Global warming poses an immense threat to our planet's delicate balance, heralding a myriad of severe consequences. The rapid increase in average temperatures worldwide due to human activities, primarily the burning of fossil fuels & deforestation, triggers cascading environmental disruptions.

Melting ice caps and rising sea levels endanger coastal communities, while extreme weather events intensify in frequency & severity, devastating habitats & livelihoods. The intricate web of life on Earth faces unprecedented challenges as habitats shift, species face extinction, and ecosystems further under the strain.

Urgent action is imperative—embracing renewable energy, rethinking consumption patterns & implementing sustainable practices. The collective efforts of nations, industries & individuals are crucial in mitigating this existential threat. Addressing global warming not only safeguards our planet but also ensures a sustainable future for generations to come.

⑤ Write a complaint letter to an electronic good shop about problems with a new television set.

Nigamananda Vihar, W.No-01
Bargarh, 768028
Odisha
Ph No: 9827418868
Email: gaurupdash21@gmail.com

21st November 2023

To
The Owner
Gen Television Showroom
Bambalpur, Odisha

Sub: Problem with a new television ~~set~~

Dear Sir

I would like to inform you that 2 days ago,
I have bought a 24" GAMONER LED TV set of
Rs 90000, Voucher no. - 2238 from your shop.

But I regret to inform you that after installing,
it is found the set developed problems.

It is making a strange sound whenever it is started.
The picture quality is also very poor and there appear
blue-black lines on the screen sometimes. I think
it has internal manufacturing defects. I have enclosed
herewith the photocopy of the bill of my purchase.

I kindly request you to take immediate action to
resolve these issues.

Thanking You

Yours faithfully
Gaurup Dash

Encs: Photocopy of Bill Purchase

Q6) (a) Explain the major elements of Curriculum vitae (CV). (13)

Ans: It is a very well planned document which
consists of all the achievements, skills, experience,
hobbies for employment purpose.

There are three types of CV writing

- (i) Functional CV
- (ii) Chronological CV
- (iii) Mixed CV

The major elements of CV are:

- (i) Gender's address
- (ii) Position sought / Career objective

Varies from one job to another

- (iii) Skills gained / Professional skills

More the skills, much better it is

You have to prioritise your skill set on the
basis of job requirements.

- (iv) Training

Use bullets

Name of training, duration & name of organisation

- (v) Educational Qualification

In Descending order, from last to oldest one
like B.Tech to Matriculation

- (vi) Working qualification

- (vii) Achievements

- (viii) Hobbies / Interests

- (ix) Personal details

- (x) Reference

Q1 Write the advantages & disadvantages of Agenda writing? Briefly write the relevant points.

Ans Agenda → It is a written document which records the topics that will be discussed in a meeting.

→ Basically 2 persons conduct a meeting they are Secretary & Convenor.

→ Secretary & convenor decide the agenda in consultation with the higher authorities.

→ They also allocate a certain time limit for discussion of each topic in the agenda.

Advantages

- ① Organisation: Helps in organising & structuring a meeting.
- ② Time management: Assists in managing time efficiently by allocating specific time slots.
- ③ Accountability: Agenda often includes action items & responsibilities.
- ④ Negotiation advantage: A hidden agenda can provide leverage by keeping certain information confidential until the opportune moment.

Disadvantages

- ① Rigidity
- ② Limited flexibility
- ③ Time constraints
- ④ Resistance: Participants may feel constrained if they believe the agenda is imposed without their input.
- ⑤ Distrust
- ⑥ Miscommunication
- ⑦ Conflict

or

Q2 What is a cover letter? How important is a cover letter for a candidate appearing for an interview?

A formal letter is a formal document submitted along with a job application, resume or curriculum vitae (CV).

The primary purpose of a cover letter is to persuade the employer to review the attached resume or CV & consider the applicant for an interview.

A well-crafted cover letter should be tailored to the specific job & employer, demonstrating genuine interest in the position & showcasing how your skills & experiences make you a strong fit. It provides an opportunity to expand on certain aspects of your resume & present a more personalized narrative to the employer.

Key elements included in cover letter are:

- (i) Contact information
- (ii) Employer's contact information
- (iii) Salutation
- (iv) Introduction
- (v) Body paragraph
- (vi) Closing paragraph
- (vii) Signature