

2061
Bachelor of Business Administration
Fourth Semester
BBA-221: English and Business Communication Skills

Time allowed: 3 Hours

Max. Marks: 45

NOTE: Attempt all questions. Attempt all the parts of a question according to instruction.
x-x-x

Section – I

- I. Answer any two of the following in about 100-200 words each:-
- Why can even notorious bores always be sure of an audience?
 - What is the role of Chandalika's mother in the play 'Chandalika'?
 - How do married people demonstrate their status in Lamb's essay 'A Bachelor's complaint of the behaviour of Married People'.
 - Discuss the theme of the essay 'El Dorado' by R.L. Stevenson. (2x2½)
- II. Answer any one of the following in 300 - 500 words:-
- Draw the character sketch of Ananda.
 - 'Bores, as a rule, are bores always'. Discuss. (9)
- III. Match the following words given under Column-A with their respective meaning in Column - B.
- | Column - A | Column - B |
|---------------|------------|
| a) Aspiration | enjoyment |
| b) Privilege | pain |
| c) Penance | desire |
| d) Agony | respect |
| e) Homage | regret |
| f) Gusto | advantage |
- (6)

Section - II

- IV. Write a report to the general manager of the bank on the installation of computers in the bank.
- OR
- Write a report on safety and cleanliness in a hospital in Delhi. (10)

P.T.O.

(2)

- V. Read the passage carefully and write a precis with suitable heading:-

The vital need to moderate the rise in the consumption of petroleum has been ignored during this period. On the contrary, the official reform policy has smugly assumed that the rise in consumption way beyond the availability of indigenous supplies is not only necessary but even desirable for the growth and modernization of the economy. The pattern of consumption of commercial energy has been mindlessly shifted in favour of petroleum products and has become more and more import-intensive. This position has become glaring with the plans to import gas on a massive scale for power generation and the development of the automobile industry. The import of LPG for use as a household fuel is part of this extravagance. The development of hydro and coal resources, let alone the non-conventional sources of energy, has been half-hearted.

(5)

- VI. What is an e-mail? Describe its advantages.

OR

What is the difference between verbal and non-verbal communication? (5)

- VII. Prepare C.V. for the post of English language instructor. (5)

x-x-x