

- (v) Video Conferencing
- (vi) Internet Etiquette/Netiquette

Q.3) Attempt ANY TWO of the following. (20)

- (i) List the linguistic barriers to communication and suggest the ways to overcome them.
- (ii) Find out some ways in which a businessman can train himself to become a good listener.
- (iii) List the computer ethics.

Q.4) Draft ANY FOUR of the following letters. (20)

- (i) Draft a letter of request to your professor to write a letter of recommendation for you as you are applying for the post of a sales manager.
- (ii) Write a letter of appreciation to your colleague for his timely help in a project.
- (iii) Draft a letter of job acceptance as you are appointed on the post of a Head Clerk.
- (iv) Draft a letter of resignation from the post of senior clerk as you have been selected on the post of a Head Clerk.
- (v) You want to pursue your post-graduation in business administration. Draft a statement of purpose to accompany your admission form.

Q.5) (A) Draft an application letter with resume in response to the advertisement for the post of a purchase manager advertised by Sindhurg Enterprises Ltd. Kudal (10)

(B) Read the following Case Study and answer the questions given below (05)

Ms. Mihika Shah is a visiting faculty member at Saraswati Shishu Mandir. The school is run by Udaan, an NGO that believes in imparting quality education to slum children. Ms. Shah is a dedicated teacher but students find it difficult to follow her accent and cannot cope with her speed of teaching. Due to this, she has received negative feedback from students. Ms. Shah is on the verge of opting out of the assignment.

1. Identify and explain the barriers in this situation.
2. Suggest the ways to overcome them.
3. Name the medium and channel of communication.

(C) Write a paragraph on ANY ONE of the following in around 150 words. (5)

1. Your College Life
2. Instagram
