

- Q.24 Define Agenda. Explain the components of Agenda for library committee meeting.
- Q.25 Define Resume. Explain the kinds of Resume & its benefits.

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**2nd Sem / LIS**

**Subject : Professional Communication - I**

Time : 3 Hrs.

M.M. : 60

**SECTION-A**

**Note:** Multiple choice questions. All questions are compulsory (6x1=6)

Q.1 Who starts the communication Process

- a) Sender                      b) Encoder  
c) Receiver                     d) all of these

Q.2 Which is the purpose of Feedback:

- a) Evaluate                     b) Informative  
c) Corrective                    d) All of these

Q.3 What is written on the top of a business letter on the left side

- a) Sender's address        b) receiver address  
c) both a and b              d) None of these

Q.4 A Presentation can be used for:

- a) While presenting a report
- b) To launch a new product
- c) Both a & b
- d) None of these

Q.5 A sender is the person who transmits a message.

- a) True
- b) False

Q.6 Which one is odd:

- a) Govt. Letter
- b) Demi official Letter
- c) Official Letter
- d) Invitation Letter

### SECTION-B

**Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)

- Q.7 Write the purpose of enquiry letter.
- Q.8 Write any two telephone etiquettes.
- Q.9 What is courier Service.
- Q.10 What is a Press Release.
- Q.11 What is a complaint letter?
- Q.12 Define Curriculum Viate.

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### SECTION-C

**Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

- Q.13 What is the press release, and what are its needs.
- Q.14 Define Communication and its types.
- Q.15 Write a memo to an employee regarding his habit of reading periodical during office time.
- Q.16 Write an complaint letter to manager for computer of digital library.
- Q.17 Write any six benefit of Internet.
- Q.18 Write the merits of email. (Any four)
- Q.19 Describe minutes of meeting.
- Q.20 Short note on parcel and registered parcel & speed post.
- Q.21 Define circular & write its four purpose.
- Q.22 Define the Office Management & write its four benefits.

### SECTION-D

**Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

- Q.23 Define Communication. Explain the types of communication.

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