

[Total No. of Questions - 18] [Total No. of Printed Pages - 2]
(2125)

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B. Pharmacy 7th Semester Examination
Communication Skills (NS)
BP-475

Time : 3 Hours

Max. Marks : 70

The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note : Attempt any two questions from Section A, any eight questions from Section B. Section C is compulsory and the students have to answer all questions from Section C.

SECTION - A

1. What is 'phonetics'? How are the sounds of English classified? Discuss in detail. (10)
2. Define the term 'minutes of a meeting' and state the different methods of recording minutes. (10)
3. Which factors affect your speaking skills? Discuss in detail. (10)

SECTION - B

4. What is 'visual wandering'? (5)
5. What are sound symbols? (5)
6. What are 'articles'? When do we use 'the'? (5)
7. Assume that as the Sales Officer, Cozy Mattresses. New Delhi, you have received a complaint from a local dealer complaining that the two dozen mattresses sent to them have serious defects. Write an adjustment letter refusing to accepting the claim. (5)

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8. What is 'agenda' of a meeting? (5)
9. What are characteristics of a report? (5)
10. What are the characteristics of good technical style? (5)
11. What are telephone etiquettes? Discuss. (5)
12. What is voice modulation? (5)
13. What is Group Discussion? (5)

SECTION - C

Write short notes.

14. Regression.
15. Abbreviations.
16. Memorandum.
17. Preparing for the call.
18. Nervousness. (2×5=10)