

Paper Code: 1114

Programme	Exam Code	Course Code
Bachelor of Arts (Journalism and Mass Communication)	116401	BJMM-1102
Bachelor of Science (Fashion Designing)	119601	BFDM-1102 ✓
Bachelor of Science (Home Science)	119701	BHSM-1102
Bachelor of Computer Applications	117901	BCAM-1102 ✓
Bachelor of Science (Information Technology)	118001	BITM-1102 ✓
Bachelor of Science (Bio-Technology)	120601	BBTM-1102
Bachelor of Science (Medical Laboratory Technology)	509701	BMLM-1102
Bachelor of Vocation (Retail Management)	122001	BVRM-1102 ✓
Bachelor of Vocation (Animation)	112801	BVAM-1102 ✓
Bachelor of Vocation (Nutrition and Dietetics)	510011	BVNM-1102 ✓
Bachelor of Vocation (Beauty and Wellness)	112601	BVBM-1102 ✓
Bachelor of Vocation (Artificial Intelligence and Data Science)	112901	BVIM-1102 ✓
Bachelor of Vocation (Hospitality and Tourism)	113001	BVHM-1102 ✓

Semester I

Course Title: Communication Skills in English
(400)

Time Allowed: 3 Hours

Total Marks: 50

Note: The candidates will have to attempt five questions in all selecting one from each section and the fifth question from any of the four sections. Each question will carry 10 marks.

Section – A

1. Describe the PSQ5R model of reading.
2. Describe the three different kinds of purposes of reading.

Section – B

3. Read the following passage and answer the questions in multiple choice form mark (Tick) in front of the right answer:

In the workplace, the relationship between a mentor and a mentee is much like that between a teacher and a student. Mentors play a crucial role not just by sharing knowledge, but also by guiding mentees through their

career paths, much like teachers guide students through their education. A good mentor helps a mentee develop professionally and personally, offering support and advice based on their own experiences. This support is critical, as it can determine the success or failure of the mentee in their professional life. Like good teachers, successful mentors need to have strong personal qualities—they need to be understanding, patient, and empathetic. These traits allow them to be not just instructors, but also role models.

1. Mentors are important to mentees because they:

- A. Provide only technical knowledge.
- B. Focus solely on professional growth.
- C. Support both personal and professional development.
- D. Function as administrative figures.

2. The central idea of the passage is that:

- A. Mentorship and knowledge sharing are unrelated.
- B. A mentor's personal qualities significantly impact their effectiveness.
- C. Professional development does not require personal support.
- D. Mentors are similar to corporate leaders.

3. Why does the passage emphasize the mentor's personal qualities?

- A. Because it ensures a higher salary.
- B. Because it makes the mentor more authoritative.
- C. Because it affects the mentor's ability to guide effectively.

D. Because it is less important than professional knowledge.

4. According to the passage, what role does a mentor fulfill that is similar to a teacher's?

A. Giving lectures and presentations.

B. Guiding and shaping the mentee's career and character.

C. Evaluating performance strictly.

D. Setting professional standards.

5. Give a suitable title.

4. Read the following passage carefully and answer the question the follow:

A woman entered a bustling coffee shop dressed in a business suit and was immediately greeted warmly by a server who assumed she was a high-profile business

executive. She was promptly shown to the best seat in the house and given the special menu reserved for VIP guests. She browsed the menu but ordered only a coffee. As she sat sipping her drink, she observed the staff bustling about, largely ignoring other customers who were dressed more casually.

After some time, she called over the manager and asked why there was a difference in how customers were treated based on their attire. She explained that she had visited the same coffee shop a few days earlier wearing casual clothes and had received quite indifferent service. Her purpose today was to see if her dressing would influence the service she received. Upon making her point clear, she left a generous tip for the server but chose not to purchase more than a coffee.

1. Why did the server immediately greet the woman warmly?

2. Why was she given the special menu?
3. Why did the woman question the manager about the service?
4. What was the woman's reason for visiting the coffee shop again in a business suit?
5. What is the moral of the story?

Section – C

5. Write a letter to a store manager complaining about a pair of shoes you recently bought. Ask for a refund on the purchase.
6. Write a letter to thank your aunt for the thoughtful birthday gift she sent you. Express how much you liked the gift and how you plan to use it.

Section – D

7. Compose a notice to inform students about a guest lecture on Interview Skills.

8. Draft the minutes for a meeting where teachers discussed an upcoming college event and assigned tasks to different students.