

(CSS4S)

(2109-4)

**B.A./B.Com./B.Sc./B.C.A./B.B.A./B.H.M. DEGREE
EXAMINATION, AUGUST/SEPTEMBER 2021.**

Second Year — Fourth Semester

Part I — Communication and Soft Skills

**Paper IV — COMMUNICATION AND
SOFT SKILLS (CSS) – 3**

Time : Two hours

Maximum : 50 marks

UNIT I — Soft Skills

1. Answer any TWO of the following : (2 × 5 = 10)
 - (a) Define Attitude. Give some tips to develop Positive Attitude.
 - (b) Write a short note on Body Language.
 - (c) What is Netiquette? List out some important rules to follow.
 - (d) Define SWOT. Bring out some advantages of SWOT/C analysis.

UNIT II — Paragraph Writing and Developing Ideas

2. Answer any TWO of the following : (2 × 5 = 10)
- (a) Explain about Paragraph Structure.
 - (b) List out the characteristics of a good paragraph.
 - (c) Write a paragraph on “COVID-19”.
 - (d) Expand any ONE into a paragraph.
 - (i) Practice Makes Man Perfect.
 - (ii) Slow and Steady Wins the Race.

UNIT III — Paraphrasing and Summarising

3. Answer the following : (2 × 5 = 10)
- (a) (i) What are the elements of effective Paraphrasing?
Or
 - (ii) Explain the stages of Paraphrasing.
 - (b) (i) What are the different stages of Summarizing a Passage?
Or

(ii) Summarize the following passage

We use facial expressions to communicate our personal feelings, emotions, attitudes either with or without spoken language. We do so by using our face, eyes, head, eyebrows, mouth and teeth. The most prominent part used for non-verbal symbols is the face and so it is the most powerful means of non-verbal communication.

The face also displays the character of the person. The face communicates feelings, attitudes, emotions of joy, anger, sorrow, boredom, excitement etc. The facial expression is usually accompanied by gestures.

Gestures include nodding and shaking. Using of gestures adds to the non-verbal communication the eyes, display fear, aggression, anger, surprise agreement, disapproval. The eyebrows also plays an important role in creating wrinkles on the forehead or smoothening the brow.

Lips play a prominent role in smiling or expressing contempt. Teeth when exposed displays openness and friendliness heartfully.

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UNIT IV — Letter Writing and e-Correspondence

4. Answer the following: (2 × 5 = 10)

(a) (i) Write a letter to your brother asking him to take interest in Sports.

Or

(ii) Write a letter to the editor of a Newspaper on the garbage dumping in your locality.

(b) (i) Write an e-mail to mallikarao@gmail asking (her) information about famous tourist places in Hyderabad.

Or

(ii) Write an email to your friend in Bangalore to tell how you miss her company (or) missing her.

UNIT V — Resume and Cover Letter

5. Answer the following: (2 × 5 = 10)

(a) Write a Resume for the post of an English Lecturer in an Institute of your choice with an experience of 3 years.

(b) Write a cover letter to a company for the post of Media Executive.