Q.1. Write a D.O. letter to SHO of your area regarding drug trafficking menace in your neighbourhood. (Assume necessary details).

Q.2. What do you understand by?
(a) Kinesics
(b) Para Language

Q.3. Write the following in 3-4 lines:
(a) Use of covering letter in Bio-data.
(b) What is the use of Information?
(c) Purpose of upward communication.
(d) Difference between ORDER and WARNING.
(e) What is Counselling?
(f) Semantics.
(g) Body Language.
(h) N.O. Notes.

Q.4. Write short notes on any two of the following:
(a) Barriers to communication.
(b) Motivating factors in an organization.
(c) Communication skills are key to success.

Q.5. State True or False:
(a) Noise is not a barrier to communication.
(b) Phonograms are telegrams sent by telephone.
(c) Communication between General Manager and Assistant Manager is horizontal communication.
(d) Letter Head identifies the sender.
(e) Grapevine is a formal channel of communication.