

06432

MCA (Revised)
Term-End Examination
June, 2011

MCS-015 : COMMUNICATION SKILLS

Time : 2 hours

Maximum Marks : 50

Note : Answer all questions.

1. Read the following passage and answer the questions given after it. **10**

Life is an examination in itself and education is the manifestation of the best in human beings. This is the key factor for an all round personality development. Given this spirit, the effect of examinations in the educational system can not be over - emphasised. Examinations determine not only what students learn, but also how they learn. It is important to recognise that the system of evaluation serves to establish a baseline by which improvement is measured. The examination content helps students acquire not only factual knowledge but also the attributes of a true education; eagerness to learn, adaptability to change and ability to think critically and communicate clearly.

Each year we are inundated by millions of students who must cope with ever increasing amounts of theoretical knowledge as new topics and details emerge. The challenge is to improve the existing system so that it assesses more accurately the advanced skills students need in an increasingly competitive world. Many of our national leaders, past and present have been passionately committed to education. They have pioneered mass education, literacy movements and extensive higher learning. But other countries are able to achieve higher academic levels. Why can't we ? The reason is simple : pressures and obstacles upset people. There is a nervous hurry when the examination dates draw near. Predicted examination content is studied to the exclusion of other learning. We make examinations the end of education and not an accessory in its acquisition.

- (a) What does education reveal in human beings ? 1
- (b) What do examinations determine ? 1
- (c) Enumerate the features of true education ? 2
- (d) There are different challenges facing the examination system ? Discuss. 2
- (e) What has been the commitment of our national leaders ? 2
- (f) Give antonyms (opposites) of the following words used in the passage : 2
simple, Exclusion.

2. Fill in the blanks choosing the most suitable phrasal verb from those given below :
(Make changes in the form of the verb where necessary. There is one extra phrasal verb)
get out, turn up, deal with, pick up, put off, give up. 5x1=5

(a) The meeting _____ the problem of the striking workers.

(b) Can you _____ me up at the station?

(c) He is trying to _____ smoking. He is determined to do that.

(d) I love this song. Do you mind if I _____ the volume ?

(e) I am afraid the situation is _____ of hand.

3. Write down the text of a group discussion 10
between four participants on the issue of domestic violence and ways to control this.

4. Write a letter of application along with your Curriculum Vitae (C.V) for the job of a Tele - Caller Executive in response to the following advertisement : 10+5=15

Position : Tele - Caller Executive

Job profile : Knowledge of Kotak products and procedures. Handling inbound and outbound calls to answer overseas customer queries.

Skills : Graduation degree Excellent Communication skills in English, negotiating skills.

Apply with 7 days to Modern Consultants Ltd,
Nehru place, New Delhi 110017.

5. You are Aakash Mehra, Sales Manager, Kotak Mahindra Bank, New Delhi. Write a memo to be sent to all the Sales Executives to attend a meeting on 20th July and to give a detailed account of the targets achieved by them in the last quarter. **10**
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