

**Exam. Code : 121602**

**Subject Code : 103217**

**B.Com. (Financial Services) 2<sup>nd</sup> Semester**

**(Batch 2023-26) (CBGS)**

**ENL-122 : COMMUNICATION SKILLS IN  
ENGLISH-II**

**Paper-I**

Time Allowed—3 Hours] [Maximum Marks—70

**Note :—** Attempt **FIVE** questions in all, selecting at least **ONE** question from each section. The **fifth** question may be attempted from any section. All questions carry equal marks.

**SECTION—A**

1. (a) Compare and contrast different types of listening. Give examples of each type.  
(b) Explain the concept of active listening and suggest ways to encourage more attentive listening practices.
2. Write a note on the process of listening. Analyse the main barriers to listening.

**SECTION—B**

3. (a) Examine the challenges that can be faced during telephonic communication.

(b) Imagine yourself to be customer executive of a company. Create a telephonic conversation between you and an upset customer who is dissatisfied with your company's product. Demonstrate how you would handle the call professionally for customer satisfaction.

4. (a) Discuss all the modern methods of note taking. Which tools play the most significant role?  
(b) Write note on reduction devices.

**SECTION—C**

5. (a) Explain the importance of non-verbal cues in listening comprehension and give examples of how they can affect the level of understanding.  
(b) You have to participate in a public speaking event in your institution. Prepare a speech on the topic "Electronic gizmos-bane or boon".
6. Discuss the components and vital points of a meaningful and effective conversation.

**SECTION—D**

7. Explain phonetic transcription and its uses. Substantiate your answer with transcription of any five words.
8. Create a conversation based on the following situation in the form of dialogues :  
"Malini finds her brother Manoj slipping in his studies. She advises him on how he could pull himself up again".