

Total No. of Questions : 6]

SEAT No. :

P1473

[5049]-1006

[Total No. of Pages : 2

F.Y.B.Pharmacy

COMMUNICATION AND SOFT SKILL DEVELOPMENT

(2015 Pattern) (Semester - I) (Credit System)

Time : 3 Hours]

[Max. Marks : 60

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Answers to the two sections should be written in separate answer books.*
- 3) *Neat labeled diagrams must be drawn wherever necessary.*
- 4) *Figures to the right indicate full marks.*

SECTION - I

Q1) Define communication. Enlist the types of Communication. Explain in detail the types of Non verbal Communication. **[10]**

OR

Prepare the agenda and minutes of meeting for social activity in your premises.

Q2) Answer the following (Any 4) **[12]**

- a) Explain importance of Punctuation marks in english language.
- b) Draw the communication cycle. Write important elements.
- c) Write a note on enquiry letter.
- d) Enlist barriers for communication.
- e) State various purposes of writing.
- f) Write the salient features of technical communication.
- g) Explain language as a tool for communication.

P.T.O.

Q3) Write short note on (Any 2) [8]

- a) Differentiate between technical communication and general writing.
- b) Graphic Language.
- c) Knowing the audience.
- d) Formal report.

SECTION - II

Q4) Define Intrapersonal and Interpersonal skills. Explain various Interpersonal skills with their importance. [10]

OR

What is globalization? State the advantages and disadvantages of globalization. Add a note on Email.

Q5) Answer the following (Any 4) [12]

- a) Write the importance of group discussion.
- b) Format of leave letter.
- c) Importance of written business correspondence.
- d) Describe components of business letter.
- e) Explain steps in problem solving.
- f) Write the different conventional media.
- g) Write email etiquettes.

Q6) Write Short notes on (Any 2) [8]

- a) Cover letters.
- b) Phonetic symbols.
- c) Role of information technology in modern era.
- d) Empathy.

