

Q. P. Code: 24638**(Time: 2 ½ Hours)****(Total Marks: 75)****Please check that you have the Correct Question Paper****N.B.: All questions are compulsory****Q.I. (A) Match the Columns (Any Eight):****(8)**

1	Communis	A	Agreement of Opinion
2	Consensus	B	To Make Common
3	Signs and Signals	C	Non-verbal Communication
4	Jargon	D	Sales Objective
5	Feedback	E	Physical Barrier
6	Facial Expressions	F	Psychological Barrier
7	Noise	G	Immediate Feedback
8	Oral Communication	H	Response
9	Slanting of a Message	I	Technical Language
10	Persuasion	J	Kinesics

(B) State whether the following statements are True or False (Any Seven):**(7)**

1. Encoding is not a stage in the Communication Cycle
2. The Salutation is positioned just before the Body of the letter.
3. Psychological barriers are also called Barriers of the Mind.
4. Written Communication is a type of Non-verbal Communication.
5. Proxemics is the study of how people use the space around them to communicate.
6. A tweet on Twitter can have maximum 280 characters.
7. Email is an offline correspondence system.
8. Vertical communication is a two way communication.
9. A Post Script is a positioned just before the Complimentary Close
10. The Signature is an optional part of a Business Letter.

P.T.O.