

**[This question paper contains 2 printed pages.]**

**Your Roll No.....**

**Sr. No. of Question Paper : 2530 G**  
**Unique Paper Code : 2036000003**  
**Name of the Paper : Communication in Professional Life (SOL)**  
**Name of the Course : SEC**  
**Semester : III**

**Duration: 2 Hours**

**Maximum Marks: 80**

**Instructions for Candidates**

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. This question paper contains SIX questions. Candidates will attempt ANY FOUR questions.
3. All questions carry 20 marks each.

1. Describe the process of communication in detail highlighting its significance in the professional world. In the similar context, explain the importance of feedback.

2. What do you understand by Netiquettes? Explain any five kinds of Netiquettes using any one form of social media as an example.

3. Describe the differences between formal and informal communication in a workplace setting. Explain the concept of the "grapevine" in organizational communication and how managers can effectively manage and respond to rumours in the workplace?

4. You are the Chairperson of a company. You noticed a delay in executing your plans by the Sales department. In order to execute your plan, you decide to have a telephone conversation with your Sales Head regarding this issue and wish to expedite the process. Write a telephone conversation between them on this issue.

5. You came across a job advertisement for the post of Junior Editor for a quarterly English Magazine of your University. Prepare a detailed CV for the same.

6. You have received a complaint from your partner company regarding the defective quality of a product which was delivered by your company last month. Write a response letter addressing the concerns of your partner company and providing a resolution to the same.