

TILAK MAHARASHTRA VIDYAPEETH
Bachelor of Social Work (B.S.W.)
MAY - 2025
Fourth Semester
Sub : Communicative English (BSW23-405)

Date: 21/05/2025

Marks: 30

Time: 2.00 pm to 3.30 am

Instructions: 1) All questions are compulsory

Q.1 Fill in the blanks by choosing correct alternative (05)

1. What does 'feedback' refer to in communication?
a) response of the receiver b) noise c) sender's message d) none of these
2. Which of the following is NOT one of the LSRW skills?
a) Listening b) Speaking c) Reciprocating d) Writing
3. Body language is a part of _____ communication.
a) verbal b) non-verbal c) both of these d) none of these
4. Which of the following helps enhance presentation skills?
a) memorizing every word b) avoiding visual aids c) preparing delivery d) using too many filler words
5. Which of the following is an attribute of a good speaker?
a) nervousness b) clarity c) use of complex language d) monotony

Q.2 Answer the following in detail: (Any one) (10)

- 1) Discuss the key attributes of an effective speaker.
- 2) Explain the importance of body language in communication.
- 3) Describe the strategies and preparation required to face a job interview successfully.

Q.3 Write Short Notes: (Any three) (15)

- 1) Etiquettes in telephonic conversation
 - 2) Tips to deliver an effective speech
 - 3) Factors affecting group communication
 - 4) Importance of voice and accent
 - 5) Role of articulation in communication
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