



বিদ্যাসাগর বিশ্ববিদ্যালয়  
**VIDYASAGAR UNIVERSITY**

**Question Paper**

**B.A. General Examinations 2021**

(Under CBCS Pattern)

**Semester - VI**

**Subject: ENGLISH**

**Paper : SEC 4-T**

**Full Marks : 40**

**Time : 2 Hours**

*Candidates are required to give their answers in their own words as far as practicable.*

*The figures in the margin indicate full marks.*

Attempt *any one* option

[Option : A]

**Business Communications**

Attempt *any two* of the following:

2×15=30

1. “Business communication is the nervous system of any organization.” Discuss.
2. Elucidate the salient features of business communication.
3. Mention the steps to be followed while preparing a project report of a business organization.

4. What are the different types of minutes of meetings in business organizations? Mention the different constituent parts of minutes of business meetings.

Answer *any one* of the following:

1×10=10

5. Point out the different modes of citing references in business communication.
6. Write a brief essay on e-correspondence.

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*Or*  
[Option : B]  
**Spoken English**

Attempt *any two* of the following:

2×15=30

1. What is oral communication? What are the distinctive features of oral communication?
2. What are the essentials of good communication? What are the common barriers to effective communication and how can those be overcome?
3. What is voice modulation? What are the components of voice modulation? Bring out the differences between intonation and voice modulation.
4. What is group discussion? What are the skills required in a group discussion? What is the role of a moderator in a group discussion?

Answer *any one* of the following:

1×10=10

5. What skills are necessary when you are appearing in a job interview?
  6. What is intonation? Describe the relationship between stress and intonation.
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