

Program: SYBAMMC Semester: IV Program Code: UGMMC01
 Course: Communication Skills in English (Advanced) Course Code: NUEN401
 Duration: 1 Hour Examination Pattern: NEP-Autonomous Max. Marks: 30

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.

Examination:
REGULAR

Q. 1		Attempt either A and B or C and D from the following:	[15]	Course Outcome	Knowledge Level
	(a)	Write a complaint letter to the courier company for delay.	(8)	CO2	L6
	(b)	Prepare a report on customer satisfaction for a retail organization.	(7)	CO5	L5
		OR			
	(c)	Draft enquiry letter asking about payment and delivery schedule.	(8)	CO2	L6
	(d)	Explain storytelling in presentations.	(7)	CO2	L4
Q. 2		Attempt either A and B or C and D from the following:	[15]	Course Outcome	Knowledge Level
	(a)	Explain the role of punctuation and style in professional communication.	(8)	CO1	L1 & L2
	(b)	Explain significance of video and podcast scripts.	(7)	CO3	L3
		OR			
	(c)	Explain conflict management as communication skill.	(8)	CO2	L3
	(d)	Explain global communication etiquette with examples.	(7)	CO4	L3

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