FE | Sem-I | NEP 2000 | Winter 2025 | (01-01-2026)

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Time: 1 ½ Hours **Marks: 45**

N.B.
1. Q.1. is compulsory.
2. Attempt any two out of the remaining four questions.
3. Figures to the right indicate full marks.
4. Answers to the sub questions should be grouped together.
5. Assume suitable data wherever necessary.

Q1 Answer the following questions (15)

a Explain the Grapevine Communication Network. 5

b Your scheduled flight was cancelled without prior notice, causing inconvenience and financial loss. Write a complaint-cum-claim letter to the Customer Relations Manager, GoSky Airlines, Connaught Place, New Delhi – 110001, requesting a full refund of the ticket amount along with suitable compensation. 5

c Explain the five stages of Team building. 5

Q.2. Answer any three of the following questions (1 mark each) (15)

a Write the meaning of the following idioms 5

Idioms	Meaning
piece of cake	
act your age	
once in a blue moon	
Achilles' heel	
cost an arm and a leg	

c Complete the following sentences by selecting the most suitable word from the options given in brackets. **(1 mark each)** 5

1. The politician's speech was so _____ that the audience could not discern any clear stance. (ambiguous / coherent / explicit)
2. Despite his calm appearance, he harboured a _____ resentment towards his colleagues. (latent / overt / trivial)
3. To improve his health, Raj decided to _____ regular exercise into his routine. (integrate / neglect / abandon)
4. During the storm, many trees were _____ by strong winds. (uprooted / planted / watered)
5. The judge warned that any attempt to _____ the legal process would be severely punished. (circumvent / uphold / comply)

d Write a paragraph on 'Impact of Mindless Scrolling' 5

Q.3 Answer any three of the following questions **(1 mark each)** (15)

a Punctuate the following sentences 5

1. what time the was scheduled meeting for tomorrow
2. she said i will call you later
3. they was waiting for the bus from morning
4. i has visited london paris and rome last summer
5. he dont like visiting torist plases

b Explain SQ5R method 5

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c Do as Directed: **(1 mark each)** 5

1. Give diagrammatic representation of the Complete Block Style (2 marks)
2. Write one example of caution notice
3. Write one example of warning notice
4. Write one example of danger notice

d Describe a Personal Computer 5

Q.4 Answer any three of the following questions (15)

a Write a set of instruction for making UPI payment 5

b You want to join a professional computer course at a reputed institute in your city. Write an enquiry letter to the Director, A to Z Computer Training Institute, Mumbai – 400032, asking for details about: Course duration, Fees, Schedule and Admission procedure. (Use Complete Block Style) 5

c Identify communication barrier/s given in the following communication situation and Suggest ways to improve the communication: 5

1. During a team meeting at work, Ravi explains a new project plan, but several team members seem confused. Some are checking their phones, while others whisper among themselves. By the end of the meeting, many instructions were misunderstood, and the project faced delays. 2
2. A teacher is giving instructions for a science experiment, but some students are distracted by noise outside the classroom. As a result, several students make mistakes during the experiment. 2
3. A shop assistant explains the features of a new smartphone to a customer, but uses too many technical terms. The customer leaves confused and does not make a purchase. 1

d Write examples of non-verbal cues perceived through each of the five sensory organs. (one example per sensory organ) **(1 mark each)** 5

Q.5. Answer any three of the following Questions (15)

a The following conversation between a student and a librarian is jumbled. Read the lines carefully and arrange them in the correct order to form a meaningful dialogue: 5

Conversation

Librarian: Sure, it's in the reference section on the first floor.

Student: Thank you very much for your help.

Student: Excuse me, could you please tell me where I can find books on environmental science?

Librarian: You're welcome!

b Write an email to your class teacher requesting leave for two days due to illness. (Use formal email template. 5

Sender's email ID: Studious01@bmail.com

Receiver's email ID: classteacher@scdlmnp.org

c Identify ineffective listening behaviours shown by the students in the given situation. Explain how these behaviours affect effective communication 5

Situation

During a group discussion, one student explains an important point, but the others interrupt frequently, check their phones, and do not ask any follow-up questions. As a result, the group misunderstands the idea and reaches an incorrect conclusion.

d Read the following Paragraph and answer the questions given there below**(1 mark each)** 5

The SMART goal setting method helps individuals set clear and achievable goals. SMART stands for Specific, Measurable, Achievable, Relevant, and Time-bound. This method ensures that goals are well-defined, realistic, and focused on desired outcomes. By setting SMART goals, people can track their progress, stay motivated, and manage their time effectively. It is widely used in education, workplaces, and personal development to improve performance and success.

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1.What does SMART stand for?
A) Simple, Modern, Accurate, Realistic, Timely
B) Specific, Measurable, Achievable, Relevant, Time-bound
C) Strategic, Meaningful, Active, Responsible, Technical

2. Why is the SMART method useful?
A) It makes goals vague and flexible
B) It helps set clear and achievable goals
C) It focuses only on long-term goals

3. Which area does NOT commonly use SMART goals?
A) Education
B) Personal development
C) Weather forecasting

4. What is one benefit of SMART goal setting mentioned in the passage?
A) It reduces responsibility
B) It helps track progress
C) It avoids deadlines

5. SMART goals help individuals improve:
A) Performance and success
B) Luck and chance
C) Entertainment skills

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Q2.B

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