

GHATAL RABINDRA SATABARSIKI MAHAVIDYALAYA



NAAC Accredited (Grade-B) UGC Recognized Multi-faculty College

Affiliated to Vidyasagar University

ESTD. - 1961

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CIRCULATION OF STUDY MATERIALS FOR AEC (COMMUNICATIVE ENGLISH-I) COURSE

It is hereby notified to all the 1st Semester students of B.A./B.SC./B.COM. (4-Year Honours/3-Year Multidisciplinary Studies) of the Academic Session 2024-2025 that the department of English has prepared some model questions and answers for AEC (Communicative English-I) course to help the students in preparing for the end semester examination. The syllabus, model questions and answers to selected questions are enclosed with this notification. Students are asked to follow the contents.

Sd/-Professor Mantu Kumar Das
Principal
Ghatal Rabindra Satabarsiki Mahavidyalaya

Ability Enhancement Course
Communicative English 1
For 1st Sem. U.G. Students (Under NEP, 2020)

Syllabus:

Ability Enhancement Course (AEC)

Ability Enhancement Course (AEC) - 01

AEC-IT: Communicative English-01

Credits 02 (Full Marks-50)

Course Contents:

- 1. Communication Skills**
 - a) Types and Models of Communication
 - b) Verbal and Non-verbal Communication
 - c) Barriers and Strategies
 - d) Inter-personal Communication

- 2. Listening Skills:**
 - a) Active and Passive Listening

- 3. Speaking Skills:**
 - a) Different forms of Speaking – Formal/Informal
 - b) Group Discussion
 - c) English in Situations: Greeting & Leave Taking, Making & Granting/Refusing Requests, Queries & Giving Information/Direction, Describing objects/process, Narrating events & Commentary, Persuasion & Motivation, Complaints & Apologies, Expressing disapproval, Alerting & Warning

- 4. Reading Skills:**
 - a) Different types of Reading
 - b) Comprehension

Suggested Readings:

1. *A Textbook of English and Communication Skills*. Richa Mishra and Ratna Rao, New Delhi: Macmillan: 2019
2. *Many Coloured Glass*. Board of Editors, Department of English, Vidyasagar University, Delhi: Macmillan, 2013.
3. *Connect: Course in Communicative English*, Debashis Bandyopadhyay & Malathi Krishnan, Cambridge University Press, New Delhi, 2018.

Model Questions (with different marks pattern):

**Objective Questions of 2 Marks each:
05 to be answered out of 10**

QUESTIONS

Very short type

Marks-2

1. What is communication?
2. Why communication is important in our daily life ?
3. Write the names of theories of communication.
4. How many modes are there in communication ?
5. Write the names of types of communication.
6. What is interpersonal communication ?
7. Write an example of interpersonal communication.
8. What is interpretive communication ?
9. What is presentational communication ?
10. What is verbal communication ?
11. Write two advantages of verbal communication.
12. What are the examples of verbal communication ?
13. What is non-verbal communication ?
14. Write two importances of non-verbal communication.
15. What is Kinesics ?
16. What is Haptics ?
17. Write four examples of written communication.
18. What is oral communication ?
19. Write two differences between written communication and oral communication.
20. What is intrapersonal communication ?
21. Write the main difference between intrapersonal and interpersonal communication.
22. What are the three skills for social communication ?
23. Give two examples of social communication.
24. What is social communication disorder ?
25. Why social communication is important ?
26. What is business communication ?
27. Define group communication.
28. Give an example of good workplace communication.
29. What is telephonic communication ?

Short type

Marks-5

1. Why communication is important in our daily life ?
2. Write down five examples of interpersonal communication and briefly discuss about them.
3. Do you think interpretive communication is important ? Give your own view.
4. Differentiate between verbal and non-verbal communication.

5. Write down the qualities that make written communication effective.
6. Differentiate between written communication and oral communication.
7. What is intrapersonal communication? Write the importances of intrapersonal communication.
8. Differentiate between intrapersonal and interpersonal communication.
9. What is social communication? Give at least five examples of social communication with verbal and non-verbal communication.
10. Write the advantages and disadvantages of telephonic communication.

Descriptive type**Marks-10**

1. Discuss about the theories of communication.
2. Write a short essay about interpersonal communication.
3. What is non-verbal communication? Describe any two kinds of such communication.
4. Discuss about intrapersonal communication with advantages, disadvantages and importance.
5. Write down the advantages and disadvantages of business communication.
6. Write down the advantages, disadvantages and importance of group communication.
7. What are the barriers of communication? Discuss them.
8. Write down the strategies to overcome the barriers.

QUESTIONS

Very short type

Marks-2

1. What is monologue ?
2. Why monologue is used ?
3. In which fields monologue is commonly used ?
4. How many types of monologue are there ?
5. Write two disadvantages of using monologue.
6. What is dialogue ?
7. How does dialogue help human beings in communication ?
8. What is group discussion ?
9. What are the skills required for group discussion ?
10. Write two differences between dialogue and monologue as a means of communication.
11. Write two advantages and disadvantages of interior monologue.
12. What is effective communication ?
13. Write the goals of effective communication.
14. What is talking ?
15. Write two differences between talking and effective communication.
16. What is miscommunication ?
17. What is the most common causes for miscommunication?
18. What is interview ?
19. What are the types of interview ?
20. Define public speech.
21. In which places we can hear public speech ?
22. What is ceremonial speaking ?

Short type**Marks-5**

1. Write in brief about interior monologue and dramatic monologue.
2. Why monologue is important in speaking skill development?
3. Write the importance of dialogue in communication.
4. How does group discussion help in communication?
5. Write five advantages and disadvantages of group discussion.
6. What are the benefits of effective communication?
7. What are the disadvantages of effective communication?
8. Why effective communication is important?
9. What are the barriers of effective communication?
10. What are the barriers of interview?
11. Write the advantages and disadvantages of interview as a skill of communication.

Descriptive type**Marks-10**

1. For the speaking skill development of a student as a teacher how will you teach monologue?
2. Write the role of dialogue in speaking skill development.
3. Why group discussion is important for speaking skill development?
4. What are the causes for miscommunication? Which measures should be taken to avoid miscommunication?
5. What are the skills of interviews?
6. How does interview help in communication?
7. Write a note on the role of public speech for speaking skill development with its advantages and disadvantages.

Model Questions on English in Situations:

1. Describe types and Models of Communication.

Ans: **Communication** is the process of sharing information, ideas, and emotions between people. There are several types of communication:

Verbal Communication: This involves using spoken words to communicate and is the most common form of communication. It happens in face-to-face conversations, phone calls, or video chats.

Non-verbal Communication: This includes body language, facial expressions, and gestures. It provides additional information about how a person feels or what they mean.

Written Communication: This type involves writing or typing messages, such as emails, letters, or texts. It's essential for formal and detailed communication.

Visual Communication: This uses visual aids like charts, maps, and graphics to convey messages or data.

A basic model of communication includes a sender, a message, and a receiver. The sender creates and sends the message, which the receiver interprets. Effective communication happens when the receiver understands the message as the sender intended. Barriers like noise, misunderstanding, or cultural differences can interfere with the process. Therefore, clear, respectful, and attentive communication is crucial for the message to be understood correctly.

2. What are the barriers of Communication?

Ans: Barriers of communication are obstacles that can prevent messages from being understood correctly. Here are some common examples:

Language Differences: When people don't speak the same language, or if they use technical jargon or slang that others aren't familiar with, messages can be misunderstood.

Cultural Differences: Different cultural backgrounds can influence how messages are sent and received. Gestures or expressions common in one culture might be offensive or confusing in another.

Emotional Barriers: Emotions like anger or sadness can affect how someone interprets a message or how clearly they can express themselves.

Physical Distractions: Noise, poor internet connections, or uncomfortable meeting environments can distract from effective communication.

Personal Biases: Prejudices or biases can lead someone to misinterpret messages based on their assumptions about the other person.

Overcoming these barriers requires clear expression, active listening, patience, and cultural sensitivity. This helps ensure that communication is effective and messages are understood as intended.

3. What is Inter-personal Communication?

Interpersonal communication is the process of exchanging messages directly between two or more people on a personal level. This type of communication can be very informal, like chatting with a friend, or more formal, like a meeting between colleagues. It helps build relationships, share information, and resolve conflicts.

There are several types of interpersonal communication:

Face-to-Face Communication: This is the most direct form and includes both verbal and non-verbal messages. It's effective because it allows for immediate feedback and emotional expression through body language and facial expressions.

Telephone Conversations: This type relies solely on verbal communication and tone of voice since there are no visual cues. It's useful for quick information exchange or when people cannot meet in person.

Written Communication: This includes letters, emails, texts, or social media messages. It's less immediate but allows for careful crafting of messages, which can be useful in professional settings.

Small Group Communication: This occurs within small groups, such as a team meeting. It combines elements of face-to-face and written communication, depending on the context.

In all types, effective interpersonal communication involves skills like listening, empathy, clarity, and respect. These skills help ensure that messages are understood correctly and relationships are strengthened.

4. What do you mean by Active and Passive Listening? What are pros and cons of Active and Passive Listening?

Active Listening means fully concentrating on what is being said rather than just passively hearing the speaker's words. An active listener focuses on the speaker, understands the message, provides feedback, and responds appropriately. This type of listening requires effort and engagement, such as nodding, asking questions, and paraphrasing what has been said to show understanding.

Pros of Active Listening:

1. Builds stronger relationships because it shows the speaker that their thoughts and feelings are important.
2. Prevents misunderstandings as the listener actively seeks clarification.
3. Enhances problem-solving and conflict resolution by understanding all aspects of the conversation.

Cons of Active Listening:

1. Can be mentally exhausting because it requires continuous focus and attention.
2. May not be suitable for all situations, especially where quick information absorption is needed without deeper engagement.

Passive Listening involves hearing the speaker without reacting much or showing that the message is being actively processed. It's less engaging and more about receiving information without providing feedback.

Pros of Passive Listening:

1. Less tiring and easier to maintain over long periods.
2. Useful when multitasking or when the information is straightforward and doesn't require deep understanding.

Cons of Passive Listening:

1. Often leads to misunderstandings because the listener may miss key details.
2. Can make the speaker feel undervalued if they perceive the listener is not engaged.

Both types of listening have their places in communication, depending on the context and the goals of the interaction.

5. What are different types of Readings?

Reading is a fundamental skill that comes in various types, each serving different purposes. Understanding these types can enhance comprehension and enjoyment of what we read. Here are some types of reading:

1. Skimming

Skimming is quickly going over text to get the main idea or an overview without focusing on details. It is useful for deciding whether a piece of writing is worth a deeper read or for finding specific information quickly. For example, skimming a newspaper to catch the headlines or a textbook to understand the main concepts.

2. Scanning

Scanning involves looking through text specifically for particular pieces of information. We may scan a schedule to find when a particular event is happening or a directory to locate a name. Scanning is focused and fast and we ignore unrelated information.

3. Deep Reading

Deep reading is engaging with the text thoroughly to understand complex ideas, themes, and nuances. This type requires concentration and time, often involving re-reading sections and thinking critically about the content. It is common in academic studies or when enjoying a novel that captivates us.

4. Critical Reading

Critical reading goes beyond just understanding the text; it involves analyzing, questioning, and evaluating the information to form a judgment. Readers consider the author's intentions, the validity of arguments, and the quality of evidence. It is essential for research, advanced studies, and in occupations that require strategic decision-making.

5. Pleasure Reading

Pleasure reading is reading for enjoyment, relaxation, or personal interest. It does not have a specific goal beyond entertainment and personal satisfaction. Whether it is fiction, non-fiction, poetry, or comics, this type of reading is about what interests us personally and makes us feel good.

1. You have gone to your friend's house to offer him/her the greetings of the New Year. Prepare a conversation between you and your friend.

Ans:

Me: Hey, Happy New Year!

Friend: Happy New Year to you too! How have you been?

Me: I am good, thanks! Excited for the fresh start. Any resolutions?

Friend: Yeah, planning to exercise more and read more books. You?

Me: Trying to cook at home more and cut down on screen time.

Friend: Sounds like a healthy plan!

Me: Indeed. Want to make the most of this year.

Friend: Let's keep each other motivated then!

Me: Absolutely! Here's to a year of growth and health.

Friend: Cheers to that! Let's make it a great one.

2. You want to take an early leave from college due to an occasion to be held at your place. Make an application to the Principal of your college for this leave taking.

Ans:

To
The Principal
Ghatal R. S. Mahavidyalaya
Ghatal, Paschim Medinipur

Subject: Application for Early Leave

Respected Sir,

I am Sayan Banerjee, a student of 1st Sem. U.G. General Course in your esteemed college. I am writing to kindly request your permission for an early leave on 04/04/2024, as we have an important family occasion at my home.

This event is significant to my family, and my presence is essential for the preparations and participation. I assure you that I have completed all my assignments and have made arrangements to cover the academic work I will miss during my absence. I will also coordinate with my professors and classmates to ensure that I am up-to-date with the syllabus and do not fall behind in my studies.

I would be highly obliged if you could consider my request and grant me permission for the leave. I apologize for any inconvenience caused and thank you for your understanding.

Date: 03/04/2024

Warm regards,

Sayan Banerjee
1st Sem. U.G. General Course
Roll Number: 095

3. You want to know about some information, needful for taking admission in a computer diploma course from a reputed computer academy. Now write a letter to your friend making such enquiry regarding that admission.

Ans:

Subject: Inquiry about Computer Diploma Course Admission

Dear Souvik,

I hope this letter finds you in good health and high spirits. I am reaching out to you because I am considering enrolling in a computer diploma course at a reputed computer academy and I recall you mentioning your experience with such courses.

Could you provide me some details about the admission process and the prerequisites for enrollment? I am particularly interested in the course curriculum, the duration of the diploma, fee structure, and any possible financial aid options.

Additionally, if there are specific instructors or specializations you'd recommend, I would greatly appreciate your insight. Your advice on balancing coursework with other commitments would also be valuable as I plan my schedule.

I am eager to hear back from you at your earliest convenience. Your guidance will be a significant factor in my decision-making process.

Date: 03/04/2024

Warm regards,

Your friend, Sayan

4. Your friend has purchased two tickets for a magic show, going to be held at the local auditorium and he has intimated me but me would be unable to accept his invitation for your previous involvement. Write a letter to your friend expressing such refusal.

Ans:

Subject: Unable to Attend Magic Show

Dear Souvik,

I hope you are doing well. I received your kind invitation to the magic show at the local auditorium, and I must say, it sounds absolutely thrilling.

However, I regret to inform you that I would not be able to join you for the event. I have a previous engagement that I have committed to, and unfortunately, the dates clash. I am truly disappointed to miss out on what I am sure will be an amazing experience, especially since we have been talking about catching a live show for ages.

I really appreciate you thinking of me when you got the tickets. I hope you find someone to take my place and have a fantastic time. Let's definitely plan to do something together soon when my schedule is a bit more open.

Once again, thank you for the invite and have a magical evening!

Date: 03/04/2024

Warm regards,

Your friend, Sayan

5. You and your familiars went for a picnic last Sunday and you all enjoyed this picnic much. Prepare a description on that picnic along with incidents related to it.

Ans:

Subject: A Delightful Sunday Picnic

Dear Souvik,

I hope you are well. I wanted to share with you about the wonderful picnic we had last Sunday. My family and friends, armed with baskets full of homemade sandwiches, lemonade, and our favourite snacks, set out early in the morning to Ghatal Sadhur Badh Picnic Spot.

The weather was perfect, the sun was mild and the breeze was gentle. We found a shaded spot under a large banyan tree. After a feast and lots of laughter, we played games like Antaksari and badminton.

Everyone got involved, from the youngest to the eldest, and the unity made the day unforgettable. We wrapped up with stories and a beautiful sunset. It was a simple day but packed with joy and memorable moments that we will cherish for a long time.

Date: 03/04/2024

Warm regards,

Your friend, Sayan

6. Write down the processing of the following items: Tea, Coffee, Mango Pickle, Jam, Rice etc.

Ans:

Processing of Items in Indian Style for Consumption

Tea

1. Boil water in a saucepan.
2. Add tea leaves or tea powder as the water starts to heat up.
3. Include spices such as cardamom, cloves, ginger, and cinnamon for masala chai.
4. Add milk and let the mixture come to a boil.
5. Stir in sugar according to taste.
6. Let it simmer for a few minutes to enhance the flavors.
7. Strain the chai into cups and serve hot.

Coffee

1. Add coffee powder to an Indian filter and gently tamp it down.
2. Pour boiling water over the coffee powder and cover the filter.

3. Allow the brewed coffee to drip into the container below.
4. Boil milk in a saucepan, add sugar if desired, and froth it.
5. Mix the coffee decoction with the hot, frothy milk.
6. Serve the coffee by pouring it back and forth between the saucepan and a cup to aerate and mix it well.

Mango Pickle:

1. Wash and dry raw mangoes thoroughly.
2. Cut mangoes into bite-sized pieces.
3. Mix with salt, turmeric, and a blend of pickle spices (pickle masala) that typically includes fenugreek seeds, mustard seeds, red chili powder, asafoetida (hing), and other spices.
4. Heat mustard oil until smoking and then let it cool.
5. Pour the cool oil over the mango-spice mixture ensuring the pieces are submerged.
6. Store in a clean, dry jar and let it sit, preferably in a sunny spot, for several days to mature.
7. Stir occasionally until the mangoes soften and the flavors meld.

Jam:

1. Select ripe, pectin-rich fruits like strawberries or mangoes, wash and chop them.
2. In a heavy-bottomed pan, mash the fruits and add an equal amount of sugar.
3. Cook on a low flame, stirring continuously to avoid burning.
4. Add a pinch of cardamom powder for flavor.
5. Once thickened to a jam-like consistency, remove from heat and let it cool.
6. Store in sterilized jars and refrigerate.

Boiled Rice:

1. Rinse basmati rice several times until the water runs clear to remove excess starch.
2. Soak the rice for 20-30 minutes for better texture.
3. Drain the rice and add it to a pot with fresh water (1 part rice to 2 parts water).
4. Add a pinch of salt and a few drops of oil or a teaspoon of ghee.
5. Bring to a boil, then reduce the heat to a simmer, cover, and cook until water is absorbed and rice is tender.
6. Let it stand for 5 minutes, then fluff with a fork before serving.

7. Your friend's younger brother has come across an evil company that you have identified. Write a letter to your friend him warning to save his brother from that company.

Subject: Urgent: Keep Your Brother Away from Rose Valley Corporation

Dear Souvik,

I hope this message finds you well. I am writing because I have come across some concerning information about the company your brother recently started working with, Rose Valley Corporation.

I have learned that Rose Valley Corporation has been involved in several unethical practices and might not be the best place for him. Their treatment of employees and the legal issues they are facing could potentially harm his future career prospects and well-being.

Please talk to him and advise him to consider looking for opportunities elsewhere. I believe it is crucial for his safety and career to stay away from such a problematic company.

Let me know if you need more details or if there is any other way I can help.

Take care and act swiftly!

Date: 03/04/2024

Warm regards,

Your friend, Sayan

8. Narrate the events that took place in your last year annual sport meets of your college.

Last year's college sports meet was a lot of fun! Over three days, we enjoyed various events like sprints, relays, and long jump. The highlight was the 100-meter dash where a new record was set, thrilling everyone. The intense volleyball and football finals had us all cheering wildly. The sports meet ended with a ceremony where winners received medals and trophies. It was a great display of sportsmanship and teamwork, making it a memorable experience for everyone involved.

9. You have purchased a dress from a garment shop according to your size but it does not suit your physique so you want to replace it but the shop keeper is unwilling to do the same. How would you converse with the shop keeper?

Hello, I recently bought this dress from your shop, but unfortunately, it does not fit my body shape as I hoped. I understand your concerns, but I would really appreciate if we could find a solution. Maybe we could discuss the possibility of an exchange for a different style or size? I really like your collection and would love to find something that suits me better. Thank you for considering my request, and I look forward to finding a way to resolve this.

10. You need a Boys Hostel at the adjacent of your college. Now prepare an application to the Principal on behalf of the other students who want to stay at the Hostel.

Ans:

To

The Principal

Ghatal Rabindra Satabarsiki Mahavidyalaya

Ghatal, Paschim Medinipur

Subject: Request for Establishment of a Boys' Hostel Adjacent to College

Respected Sir,

We, a group of students from Ghatal Rabindra Satabarsiki Mahavidyalaya, are writing to express our need for a boys' hostel near the college campus. Many of us travel long distances daily, which is not only tiring but also affects our studies and safety.

Having a hostel close by would greatly benefit us by reducing travel time and enhancing our overall academic performance. We believe that this addition would not only support our educational pursuits but also provide a safer living situation for many.

We kindly request your consideration and support in establishing this facility.

Thank you for your attention to this matter.

Sincerely,

Arman Ali

1st Sem. History Hons.

[Names and Signatures of Other Interested Students]