

MOCK TEST-10

(FULL SYLLABUS)

SECTION B – BUSINESS CORRESPONDENCE AND REPORTING

Question No. 1 is compulsory.

Attempt any three questions from the remaining four questions.

Question 1

(a) Read the passage carefully and answer the questions given below:

Coral reefs are one of the most fragile, biologically complex, and diverse marine ecosystems on Earth. This ecosystem is one of the fascinating paradoxes of the biosphere. Found along the sea coasts they are formed in various shapes and sizes. They constitute as one of the beautiful creations of nature. Symbiotic cells of algae known as zooxanthellae carry out photosynthesis using the metabolic wastes of the coral thereby producing food for themselves; for their corals, hosts, and even for other members of the reef community. This symbiotic process allows organisms in the reef community to use sparse nutrient resources efficiently.

Unfortunately for coral reefs, however, a variety of human activities are causing worldwide degradation of shallow marine habitats by adding nutrients to the water. Agriculture, slash-and-burn and clearing, sewage disposal and manufacturing that create waste by-products all increase nutrient loads in these waters. Typical symptoms of reef decline are destabilized herbivore populations and an increasing abundance of algae and filter-feeding animals. Declines in reef communities are consistent with observations that nutrient input is increasing in direct proportion to growing human populations, thereby threatening reef communities sensitive to subtle changes in nutrient input to their waters.

- (i) What are the indicators of reef decay? **(1 Mark)**
- (ii) How does Algae carry out the process of photosynthesis? **(1 Mark)**
- (iii) How is man responsible for destruction of Natural Reef? **(1 Mark)**
- (iv) Write a Summary of the above Passage. **(2 Marks)**

(b) Read the passage :

- (i) Make Notes, using Headings, Sub headings and abbreviations whenever necessary. **(3 Marks)**
- (ii) Write Summary,

In most sectors of the economy, it is the seller who attempts to attract a potential buyer with various inducements of price, quality and utility and it is the buyer who makes the decision. Where circumstances permit the buyer no choice because there is effectively only one seller and the product is relatively essential, government usually asserts monopoly and places the industry under price and other regulations. Neither of these conditions prevails in most of the health-care industry;

In the health-care industry, the doctor-patient relationship is the mirror image of the ordinary relationship between producer and consumer. Once an individual has chosen to see a physician and even then there may be real choice-it is the physician who usually makes all significant purchasing decisions whether the patient should. Return "next Wednesday;" whether X-rays are needed, whether drugs should be prescribed, etc. It is a rare and sophisticated patient who will challenge such professional decisions or raise in advance questions about price, especially when the ailment is regarded as serious.

This is particularly significant in relation to hospital care. The physician must certify the need for hospitalization, determine what procedures will be performed and announce when the patient may

be discharged. The patient may be consulted about some of these decisions; but in the main it is the doctor's judgment that are final. Little wonder then that in the eyes of the hospital it is the physician who is the real "consumer." As a consequence, the medical staff represents the "power centre" in hospital policy and decision-making, not the administration;

Although usually there are in this situation four identifiable participants the physician, the hospital, the patient, and the payer the physician makes the essential decisions for all of them. The hospital becomes an extension of the physician; the payer generally meets most of the bonafide, a bill generated by the physician/hospital; and for the most part the patient plays a passive role. In routine or minor illnesses, or just plain worries, the patient's options are, of course, much greater with respect to use and price. In illnesses that are of some significance, however, such choices tend to evaporate or away: DISAPPEAR "my despair evaporated J. F. Wharton", and it is for these illnesses that the bulk of the healthcare dollar, is spent. We estimate that about 75-80 percent of health-care expenditures are determined by physicians, not patients; For this reason, economy measures directed at patients or the general public are relatively ineffective. **(2 Marks)**

Question 2

(a) Define Vertical & Chain Network under network in communication? **(2 Marks)**

(b) (i) Choose the word which best expresses the meaning of the given word.

Crooked

- (1) Straight
- (2) Tapering
- (3) Twisted
- (4) Circle

(1 Mark)

(ii) Select a suitable antonym for the word given under: Predicament

- (1) Injury
- (2) Ease
- (3) Accident
- (4) Horrifying

(1 Mark)

(iii) Change the following sentence to indirect speech: Pari said to me "I have been living in London since last December" **(1 Mark)**

(c) Write a precis and give appropriate title to the 'passage given below:

India has witnessed great expansion of educational opportunities since the attainment of independence. However, the disabled children have not yet benefited in any substantial manner from the growth in educational facilities.

Education of handicapped children, ultimately become more dependent and non productive. It is therefore believed that scarce national resources should not be wasted on them. Further, it has been our misconceived notion that the education of handicapped children requires highly specialized people and as such, it must essentially be very costly. Maybe, precisely for these wrong notions we have not been able to involve clinical and educational specialization programmers of training and education exclusively 'meant' for handicapped children. It is encouraging to note that the new National Policy on Education has recommended the placement of such children in Regular schools so as to provide them integrated

education along with normal students. The integrated education will take care of the different needs of various categories and types of disabled children. The objective is to place the disabled children in ordinary schools for imparting education in the help of special teachers, aids and other resources. For fulfilling this objective an array, of the necessary infrastructure by way of training of teachers, provision of equipment and book etc. are some of the basic pre-requisition. Hopefully, the parents and their handicapped children will be greatly relieved when the latter are transferred to regular schools. **(5 Marks)**

Question 3

(a) (i) Discuss the "Gender Barrier" in communication. **(2 Marks)**

OR

(ii) What do you mean by Informal Communication? **(2 Marks)**

(b) Choose the word which best expresses the meaning of the-given word:

(i) Reckless

(1) Cautious

(2) Clear

(3) Careless

(4) Fearless **(1 Mark)**

(ii) Humongous

(1) Minute

(2) Huge

(3) Hungry

(4) Hassel **(1 Mark)**

(iii) Change the following sentence into indirect speech.

She said "I am watching a television show" **(1 Mark)**

(c) Draft Newspaper Report on "Six Lane highway connecting two states inaugurated" to be published in a national newspaper. **(5 Marks)**

Question 4

(a) "The listener has to be objective, practical and control his emotions" Explain with reference to importance of listening in communication? **(2 Marks)**

(b) (i) Change the sentence from Active to Passive Voice. The teacher always answers the students' questions. **(1 Mark)**

(ii) Change the sentence from Passive to Active Voice;

Every night the office is vacuumed and dusted by the cleaning crew. **(1 Mark)**

(iii) Change the following sentence to indirect speech. She said "My Father came yesterday". **(1 Mark)**

(c) Write an article of about 250 words on the topic "The Fearless Indian Army": **(5 Marks)**

Question 5

(a) Define the importance of Para language Hi Non Verbal Communication.

(b) Select the correct meaning of idioms/phrases given below:

(i) Cry over spilled milk

- (1) Drain milk
- (2) Complain about something that cannot be rectified
- (3) Get into altercation with someone
- (4) Misbehave with someone

(1 Mark)

(ii) Judge a book by its cover.

- (1) Reading a book
- (2) To detect a fraud
- (3) Rely on outward appearances
- (4) To be intimidated by appearances

(1 Mark)

(iii) Change the sentence into Active Voice: The Grand Canyon is visited by thousands of tourists every year.

(1 Mark)

(iv) Choose the word which best expresses the meaning of the given word:

- Mesmerized
- (1) Enthrall
 - (2) Gruesome
 - (3) Scary
 - (4) Harmony

(1 Mark)

(c) Write a Formal E Mail: 'Mail is written by the Manager to the employees about the changed dress code for Republic day function including time and venue of function.

(4 Marks)