

Roll No.

Total Pages : 2

BSID/M-20

21138

COMMUNICATION SKILLS-IV

Paper–BID-407

Time : Two Hours]

[Maximum Marks : 50

Note : Attempt *five* questions in all, selecting atleast *one* question from each unit. All questions carry equal marks.

UNIT-I

1. What do you mean by building rapport ? Give some ways which will help you build rapport during your interview. 10
2. What is meant by small talk ? Give an example of small talk 'At the Bus Stop'. 10

UNIT-II

3. Write down an imaginary dialogue between an interior designer and a supplier of decorative items. 10
4. Write down a report to your senior about the need to computerise the activities of interior design studio. 10

UNIT-III

5. Make sentences of your own using the following pair of words to bring out their meaning (Any *five*)
- (a) Later–Latter.
 - (b) Advice–Advise.
 - (c) Access–Excess.
 - (d) Sight–Site.
 - (e) Emigrant–Immigrant.
 - (f) Alter–Altar.
 - (g) Honorary–Honourable. 10
6. What are the benefits of role playing ? You are waiter in a restaurant and you spill sauce over a customer. What will you do in this situation ? 10

UNIT-IV

7. Briefly discuss the factors to be taken into account while planning a presentation. How can audio-video aids be helpful during presentation ? 10
8. Define negotiation. You are a freelance interior designer. You ask for a certain amount of money for the contract of designing the interior of a office but the client is not ready to pay that amount. How will you negotiate with your client ? 10