

COMMUNICATION SKILLS IN ENGLISH

Common for Private Registration to BA (Faculty of Language and Literature, Social Science) and B.Com Programme. Also for Off Campus Courses – B.Com(CA),BCom(TT) BFT, BCA, BSc(CS) BBA& BTS

1. English is said to be an ‘un phonetic’ language because?
 - a) There is no one-to-one correspondence between letters of the alphabet and their sounds
 - b) One sound in speech is always represented by one letter in writing
 - c) Each sound in speech produces an alphabet in writing
 - d) Certain speech sounds does not produce more than one sound in English language
2. Identify the correct pronunciation of the word ‘Marble’
 - a) /mɑ:bl/
 - b) /mæbl/
 - c) /mɑ:əbl/
 - d) /mæɑ:bl/
3. Identify the common vowel sound from among the following words: disease, street, relieve
 - a) /ə/
 - b) /ɪ:/
 - c) /ɪ/
 - d) /e/
4. Which is the correct word for the transcription: /meɪt/?
 - a) Met
 - b) Meet
 - c) Mate
 - d) Meat

5. If 'e' is followed by the letter 'r', the sound produced is:

a) /ʌ/

b) /ə/

c) /ɜ:/

d) /ɪ:/

6. If 'a' is followed by 'r' and 'r' is not followed by a vowel sound then 'a' is pronounced as:

a) /æ/

b) /ʌ/

c) /ɑ:/

d) /əʊ/

7. Read the following sentences and pick the correct word from brackets to complete the sentence:

a) Pick the [/ɒd/] one out

b) Pick the [/ɔ:d/] one out

c) Pick the [/əʊd/] one out

d) Pick the [/æd/] one out

8. Identify the common vowel sound from the following: 'because, conduct, object':

a) /ɔ:/

b) /ɒ/

c) /ʊ/

d) /ʌ/

9. Identify the correct transcription of the word prove?

a) /prʌv/

b) /prʊv/

c) /prʊv/

d) /pru:v/

10. Choose the correct transcription of the words: 'pool-pull-pole'

a) /pu:l/-/pʊl/-/pɔ:l/

b) /pʊl/-/pɔ:l/-/pɒle/

c) /pu:l/-/pʌl/-/pɔ:l/

d) /pu:l/-/pʊl/-/pəʊl/

11. Which is the correct word for the transcription /blʌd/?

a) Blurred

b) Blurt

c) Blued

d) Blood

12. Which is the correct pronunciation of the word 'herd'?

a) /hʌəd/

b) /heəd/

c) /heɪrd/

d) /hɜ:d/

13. From the following find the rule which is incorrect:

a) The sound /ə/ comes only in words of two or more syllables

b) The sound /ə/ comes in the weak syllable of the words

c) The sound /ə/ also comes in the first syllable, a middle syllable or the final syllable

d) The sound /ə/ is a strong vowel sound

14. Choose the correct word of the transcription: /kwaɪət/

a) Kuwait

- b) Quiet
- c) Cute
- d) Curate

15. Which is the sound common to the words: 'table, say, make, patient'

- a) /aɪ/
- b) /ɔɪ /
- c) /eɪ/
- d) /əɪ/

16. Which among the following is not included in the most common spelling of sound /əʊ/?

- a) ow
- b) eau
- c) oa
- d) oe

17. Transcribe 'here-hair- poor'

- a) /heə/-/hɪə/-/pɔə/
- b) /hərə/-/hɪə/-/pu:ə/
- c) /hɪə/-/heə/- /pʊə/
- d)/heə/- /hɪə/-/pu:ə/

18. Which of the following has /s/ sound when transcribed?

'Answer, since, side, loose, alas'

- a) Since and side
- b) Since, side and alas
- c) Answer and loose
- d) All of the above

19. Which of the following has /z/ sound when transcribed?

‘Prose, music, twice, person, chest’

- a) Prose and music
- b) Person and chest
- c) Twice and music
- d) Person and twice

20. Transcribe ‘finish’

- a) /fɪnɪz/
- b) /fɪnɪtʃ/
- c) /fɪnɪʃ/
- d) /fɪnɪdʒ/

21. Choose the right word for the transcription /reɪzə/

- a) Resorb
- b) Razor
- c) Raisin
- d) Raise

22. There are no words in English with the sound _____ at the beginning

- a) /ʃ/
- b) /tʃ/
- c) /ʒ/
- d) /ð/

23. Transcribe the word ‘though’

- a) /θhɔv/
- b) /θɔv/

c) /ðɔʊ/

d) /ðəʊ/

24. Which of the following sound/sounds are/is known as tip-teeth sounds?

a) /θ/ and /ð/

b) /ʊ/

c) /tʃ/ and /dʒ/

d) /tʃ/ and /ð/

25. Which are the sounds made by blocking the air by touching teeth-ridge with tip of the tongue?

a) /f/ and /v/

b) /θ/ and /ð/

c) /s/ and /z/

d) /t/ and /d/

26. The sounds which are called tongue-front-ridge sounds are:

a) /s/ and /z/

b) /f/ and /v/

c) /t/ and /d/

d) /p/ and /b/

27. Choose the correct word from the following and complete the sentence:

'The _____ defeated the enemies'

a) /kɪŋ/

b) /kɪŋ/

c) /keɪŋ/

d) /kɪŋ/

28. The sound /v/ is produced with:

- a) Rounding your lips and let air come without any friction
- b) The centre of the tongue raised towards the hard palate
- c) Raising the lower lip close to the upper teeth and air comes out with an audible friction
- d) The lips neutrally kept and the air passing without audible friction

29. The letter /l/ is silent when it is followed by:

- a) /s/, /v/ and /m/
- b) /k/ and /v/
- c) /f/, /k/, /m/ and /d/
- d) /m/, /v/, /s/ and /d/

30. Transcribe 'Reward'

- a) /rɪwɔːd/
- b) /rewɔːəd/
- c) /rewæd/
- d) /rɪwæd/

31. What is a syllable?

- a) The minimal [smallest] distinctive sound unit of a language
- b) It is a unit of a word consisting of one vowel sound; followed or preceded by a consonant or consonants
- c) The division of words to its smallest sound units consisting of consonants
- d) None of the above

32. How many syllables does the word 'Canteen' have?

- a) Three
- b) Two

c) Four

d) One

33. How many syllables are there in the word 'nation'?

a) 2

b) 3

c) 4

d) 5

34. Identify the word with the correct stress mark:

a) Psy'chology

b) 'Psychology

c) Psycho'logy

d) None of the above

35. Which word is correctly stressed?

a) 'Redeem

b) Car'e

c) Care'less

d) ' Wonder

36. Which among of the following is correct when giving stress?

a) The verb is stressed on the first syllable and the noun in the second syllable

b) In most words with many syllables, the stress falls on the third syllable from the end

c) In words ending with -ity, -ial, -ian, the stress falls on the third syllable before the endings

d) Stressed syllable is always followed by a strong vowel

37. Choose the sentence with the correct stress:

a) Go and 'get me a glass of 'water 'quickly

b) 'Go and 'get me a glass of water 'quickly

c) ' Go and 'get me a ' glass of 'water 'quickly

d) Go and get me a 'glass of water 'quickly

38. Which among the following is not correct?

a) Pronouns and auxiliaries are not stressed

b) The words which carry information are stressed

c) We use weak form of grammatical words

d) Negative auxiliaries are also not stressed

39. Which among the following is not correct about stress?

a) Question words in sentences are not usually stressed

b) When the pronouns are stressed for emphasis or contrast, we use their strong forms

c) Adverbial particles are always stressed

d) Preposition at the end of a sentence are stressed for emphasis

40. Choose the correct contracted form of 'I have never met him':

a) /aɪəv'nevə met hɪm/

b) /aɪv'nevə'metɪm/

c) /'aɪhvneveə met 'ɪm

d) / æɪv' nevɜ met ɪm

41. Choose the correct contracted form of 'I will let you know':

a) /aɪ'lɛtjə'nəʊ/

b) /aɪ'wɪllɛtjə'nəʊ/

c) /aɪɪl let 'u: nəʊ/

d) aɪ'lɛt u: nəʊ/

42. Identify the contracted form of 'they would'

a) /ðəʊd/

b) /θəɪd/

c) /təɪvʊ:d/

d) /θeɪvd/

43. Identify the right rule on intonation:

a) When the pitch of the voice falls, it is called intonation

b) Falling tone is used for a definite remark

c) The rising tone is used for apologies

d) The falling tone is used for polite commands

44. Choose the correct intonation marks for the sentence given below:

a) Don't be a damn ↓ fool!

b) Don't be a damn ↑ fool!

c) Don't be a ↑ damn fool!

d) Don't be a ↓ damn fool!

45. Which of the following is not a remedy for the influence of mother tongue

a) Listen to good models of speech and imitate them

b) Use a good pronouncing dictionary

c) Never open your mouth in an English speaking group; listening is enough

d) Constant practice for specific problems

46. Listening is:

a) An involuntary activity

b) A psychological activity

c) A voluntary activity

d) Passive activity

47. To be an active listener you must:

- a) Sit in a sound proof room
- b) Lean back and sit relaxed
- c) Make eye contact
- d) Stare at the speaker maintaining proper intervals

48. Which is incorrect about taking notes?

- a) You should be able to make sense of your notes at any point of time
- b) Listen carefully and take notes precisely
- c) Your notes should be helpful for developing it into longer text
- d) Make sure that the notes are taken down in full proper sentences

49. When you listen to a railway announcement:

- a) You listen for every single thing spoken
- b) You listen to the pronunciation of the speaker
- c) You listen for specific information
- d) You become distracted

50. When you are listening to a report of a discussion in the Lok Sabha, you listen to:

- a) Specific details
- b) Ignore specific details and listen for the final outcome
- c) You listen for scandals and controversies only
- d) All of the above

51. In compound words

- a) When the first part is an adjective the second part is stressed
- b) The third part is usually stressed
- c) The second part is usually stressed
- d) The third syllable from the end is stressed

52. Choose the correctly stressed sentence

- a) 'Who has turned off the 'radio?
- b) Who has 'turned off the radio?
- c) 'Who has turned ' off the ' radio?
- d)'Who has 'turned 'off the 'radio?

53. We make pause between sentences not to:

- a) Make sense
- b) Run out of breath
- c) Complete it fast
- d) Make yourself clear

54. Which among the following is correct about Tone?

- a) The sound during the articulation of which there is an obstruction with the oral cavity
- b) In most of the normal statements we use rising tone
- c) If we are to make a friendly 'wh' question we use rising tone
- d) Usually rising tone is used for question tags

55. Select the sentence with correct intonation?

- a) 'Please 'pass the \hat{u} salt
- b) 'Please \hat{u} open the door
- c) 'Best of \hat{v} luck
- d) 'I 'went to the \hat{u} party

57. Which is the sentence with correct intonation?

- a) 'Is she \hat{v} going?
- b) 'What a 'lovely \hat{u} sight!
- c) 'Get \hat{u} out!
- d) The 'water is \hat{u} warm.

58. Which of the following are the features of fluent speech?

- i) Emphasizing a few important words
- ii) Pausing at the end of breath-groups and sense-groups
- iii) Slowing down and quickening the pace for a purpose
- iv) Pitch is not an important factor in formal speaking
- v) Quick and fast pace is appropriate for formal speaking

A) (i), (ii) and (iii)

B) (iii) (iv) and (v)

C) (i) and (v)

D) (i), (ii) and (iv)

59. Choose the sentence which 'sustains' this conversation:

- a) 'Excuse me. Could you please direct me to the post office?'
- b) 'Certainly. It is next to the chemist's, opposite to the shoe shop.'
- c) 'But where is the shoe shop?'
- d) 'Are you new to this place?'

60. Which among these sentences can be used for interrupting politely in a conversation?

- a) 'Have you been here long?'
- b) 'How's life?'
- c) 'I would like to add something to what you just said'
- d) 'I am glad to have met you. Bye'

61. Transactional conversations:

- a) Are friendly chats
- b) Ask for information
- c) Are polite interruptions
- d) Ask for taking leave

62. Which among the following are barriers for expressing your opinion on a subject?

A) Not fluent in the language you are expected to speak

B) Worried about what others may think

C) Good knowledge on the subject

D) Lack of confidence

a) A) and B)

b) C) and D)

c) A), C) and D)

d) A), B) and D)

63. 'Can you help me to get across?' is a:

a) Making a request

b) Asking for permission

c) Conveying greetings

d) Extending an apology

64. Which among the following is not included in the stages of making a short formal speech?

a) Planning

b) Writing

c) Practicing

d) Delivery

65. Which among the following is incorrect about making a short formal speech?

a) Use a moderate pace throughout

b) Use qualifiers before the names of dignitaries

c) Distracting mannerisms are expected

d) You must be well groomed

66. 'Pleasant, grim, serious etc.' are used for describing people, they indicate his/her:

- a) Attitude towards life
- b) General demeanour
- c) Intellectual ability
- d) Temperament

67. Unreliable, argumentative, honest, rude etc. are used to describe people, they indicate his/her:

- a) Qualities
- b) General demeanour
- c) Temperament
- d) Attitudes towards other people

68. When we listen to a news bulletin, we listen to:

- a) Impressionistic description
- b) Factual description
- c) Combination of factual and impressionistic description
- d) Fictional description

69. The communication between members of a specific group on a topic of common interest or concern is:

- a) People skills
- b) Interpersonal skills
- c) Group discussion
- d) Leadership skills

70. Choose the point which is not included in the purpose of group discussion:

- a) The phrase 'That's absolutely irrelevant/stupid/wrong' can be used to show disagreement
- b) To critique proposals or new ideas
- c) To look for best solution for a problem
- d) To explore ideas and exchange information

71. To be a good communicator you should be able to:

- a) Thank reasonably
- b) Express your thoughts coherently
- c) Express disagreements; whether it hurts is not your business
- d) Make sure that you interrupt everyone to express your view

72. The ability to interact with other members and carry on a conversation in a pleasant way shows your:

- a) Communication skills
- b) Problem solving skills
- c) Interpersonal skills
- d) Intelligence

73. Analyzing different dimensions of a problems and proposing innovative solutions to problems shows your:

- a) Communication skills
- b) Problem solving skills
- c) Interpersonal skills
- d) Intelligence

74. The topic 'Euthanasia is not a crime' is given for a group discussion, this is a:

- a) Factual topic
- b) Abstract topic
- c) Subjective topic
- d) Controversial topic

75. Which of the following is not regarded as discussion etiquette?

- a) Listen to other speakers
- b) Disagree politely with ideas, not with the person
- c) Offer chances to silent partners

d) Be aggressive and dominate others in the discussion

76. “John: ‘I heard that Preethi is not satisfied with our plans for the tour programme. Jaya and Rohith rather find it proper. What do you think Nina?’

Nina: ‘Don’t bother about her. She always finds faults with things. I think we are on track’

John: ‘So we are on.’ ‘Agreed’?

Nina: ‘I couldn’t agree more.’ ” This is a part of a telephonic conversation between two friends. The underlined sentence shows:

a) Disagreement

b) Agreement

c) Formality

d) Stubbornness

77. “A: ‘Get me the question papers before tomorrow evening’

B: ‘I’m afraid that’s bit early’.” The conversation is:

a) Friendly

b) Formal

c) Semiformal

d) Informal

78. “A: ‘Mam, They say that if we could make some adjustments with their firm, they could offer better products than the present firm’

B: ‘I’m not sure if we should accept the offer.’” The underlined sentence shows:

a) Disagreement

b) Agreement

c) Mild disagreement

d) Strong disagreement

79. Which of the following is not included in telephone manners?

a) Hang up suddenly after realizing that you end up calling a wrong number

- b) Do not transfer the call to someone else unless it is required
- c) Avoid giving curt replies
- d) Keep calls as short as possible

80. What is telephone etiquette?

- a) The rules and customs which control an accepted behaviour during telephonic conversations
- b) Person giving Information through telephone
- c) Banking through telephone
- d) Telephonic transactions

81. Which of the following are regarded as telephone manners?

- A) Use the caller's name during the conversation
- B) Avoid giving curt replies
- C) Speak clearly and distinctly
- D) Speak as long as you can

a) B), C) and D)

b) C) and D)

c) A), B) and C)

d) All of the above

82. Which is the most impolite request?

- a) Would you mind opening the door?
- b) Will you please open the door?
- c) Do you mind opening the door?
- d) Hey, open the door, will you?

83. How do you ask your friend for his/her umbrella?

- a) Give me your umbrella.
- b) I want your umbrella.

c) I need your umbrella; please can I have it?

d) Your umbrella, please.

84. Name the strategy that suits the purpose of finding a specific piece of information in a text?

a) Browsing

b) Skipping

c) Scanning

d) Skimming

85. Why do we use an index?

a) For coherence in writing

b) For proofreading

c) For checking and locating a particular subject/author

d) For documentation

86. Choose the component which is not included in Reading critically:

a) It is essential to invert every points put forward by the author for that one should find loopholes.

b) Identify and differentiate facts, opinions and arguments

c) Try to find readers own viewpoints in relation to the text

d) Make decision on whether you agree or disagree with the author

87. What kind of information can you find in MLA Handbook?

a) The correct pronunciation of words

b) Is the word 'gorge' a noun or verb?

c) Documentation procedures

d) To research important works of Edgar Allen Poe

88. Which signpost device indicates the writer's intention of expressing contrast?

a) However,...

b) Therefore...

c) Such as...

d) As a result...

89. Which of the signpost device indicates the writer's intention of expressing an important point?

a) The main point is...

b) In comparison to...

c) Therefore

d) As a result

90. Which among the following should not be done during a group discussion?

a) Express the disagreement during the section, but do it politely

b) Do not hesitate to challenge your opponent

c) Do not hesitate to seek clarification on anything that you don't understand

d) All of the above

91. In case-based group discussions:

a) Discussion based on a topic given to the group

b) Problem solving discussion

c) Interpersonal discussion

d) Discussion based on a situation given to the group

92. The factor which leads to poor listening is

a) When the speaker's pace is not comfortable

b) Good clarity of voice

c) Speaker having excellent knowledge in the subject

d) None of the above

93. Read the following passage and answer the questions:

If our anticipations are working, we will realize now that the world food problem, already inadequate for the majority, will increase in direct proportion to the number of people to be fed. Within ten years, the world's population may be in excess of four billion, of which Communist China will alone account for one billion. The demographers tell us that within sixty-five years, at the present rate of population expansion, people may be crushed to death for want of standing room.

Forces are working in the contrary direction, to be sure, but they offer no solace. World nuclear war, if it comes, would no doubt reduce population pressure to the point where both the problem and the people might vanish altogether.

Here too, we need anticipation. Within six to ten years, a dozen countries or more will have nuclear explosives at their ready disposal. Moreover, nations unable to make them will be able to buy them. The basic law of behaviour that applies to individuals-namely, that the possibility of error increases in direct proportion to the number of people involved-also applies to nations. The greater the number of nuclear fuse points in the world, the greater the danger that one of them could go off by accident or design, setting off others.

a) The world food supply at the moment is_____

- i) Satisfactory ii) Barely sufficient
- iii) Insufficient iv) Pretty strong

b) The world population figures may cross the four billion mark within_____

- i) Six years ii) Ten years
- iii) Six to ten years iv) Sixty-five years

c) The basic law of behaviour postulates_____

- i) The more, the merrier
- ii) The more the people, the greater the possibility of error
- iii) The more the people, the less the standing room
- iv) The more the mouths to be fed, the more serious the food problem

d) Demographers deal with_____

- i) The food supply
- ii) The population growth
- iii) The nuclear energy crisis
- iv) The future of the world.

94. Which is not a barrier to listening?

- a) External voices
- b) Thinking faster than listening
- c) Being interrupted by several other thoughts
- d) Sitting close to the speaker

95. Choose from the following sentences, the appropriate sentence to invite your friend for a movie:

- a) I expect you and your family for the movie today
- b) Dear friend, kindly come with me for a movie
- c) Rahul, can we go for a movie if you don't have other appointments
- d) None of the above

96. Read the following passage and answer the questions:

Several years ago my parents, my wife, my son and I ate at a restaurant. After a wonderful dinner, the waiter set the bill in the middle of the table. That's when it happened; my father did not reach for the bill.

Conversation continued. Finally it dawned on me. I was supposed to pay the bill. After hundreds of restaurant meals with my parents, after a life-time of thinking of my father as the one with the money, it had all changed. I reached for the bill, and my view of myself suddenly altered. I was an adult.

Some people mark off their lives in years; I measure mine in small events – in rites of passage. I did not become a young man at a particular age, like 13, but rather when a boy strolled into the shop where I worked and called me “mister”. The realization hit me like a punch: I was suddenly a mister.

I never thought that I would fall asleep in front of the television set as my father did. Now it's what I do best I never thought I would prefer to stay at home, but now I find myself forgoing parties. I used to think that people who watched birds were wierd, but this summer I found myself watching them, and maybe I'll get a book on the subject. I yearn for a religious conviction that I never thought I'd want, feel close to my arguments with my son, I still lose.

One day I become a father, and not to long after that I picked up the bill for my own father. I thought then it was a rite of passage for me. But one day, when I was a little older, I realized it was one for him too.

- a) The passage tells us about the author's:
 - i) Growing into an adult
 - ii) Growing into an intellectual

- iii) Growing into a rich man
- iv) Growing into a talented artist
- b) The realization of adulthood for the first time dawned on the author:
 - i) In a restaurant
 - ii) In a shop
 - iii) In a mutual conversation
 - iv) On a playground
- c) Some people mark off their lives in years, but the author measures his life in
 - i) Deeds
 - ii) Small events
 - iii) Noble thoughts
 - iv) Great ideals
- d) 'I was suddenly a mister' here means_____
 - i) The author felt that he had become an adult
 - ii) The author was highly respected
 - iii) The author was addressed as the owner on the shop
 - iv) The author was now a responsible person

97. A: 'Sir, if that is all, I would like to leave a little early. I've got an appointment with my Ophthalmologist this evening.'

B: 'Sure, you may leave'

C: 'Thank you sir.' The conversation:

- a) Cancels and reschedule a programme
- b) Made an appointment
- c) Is a vote of thanks
- d) Asks permission for leave

98. If someone asks you to shut the window, your response will be:

- a) Go and ask somebody else
- b) Certainly

c) I will not

d) Mister you do it yourself

99. Transcribe: 'Mutton'

a) /mʌtn/

b) /mʊtn/

c) /mætɪn/

d) /mɑtn/

100. Transcribe: 'Screw'

a) /zkruː/

b) /skruːʊ/

c) /zkruːv/

d) /skruː/

ANSWER KEY

1.a, 2.a, 3.b, 4.c, 5.c, 6.c, 7.a, 8.b, 9.d, 10.d, 11.d, 12.d, 13.d, 14.b, 15.d, 16.a, 17.c, 18.d, 19.a, 20.c, 21.b, 22.c, 23.d, 24.a, 25.d, 26.a, 27.b, 28.c, 29.c, 30.a, 31.b, 32.b, 33.a, 34.a, 35.d, 36.b, 37.c, 38.d, 39.a, 40.b, 41.a, 42.a, 43.c, 44.a, 45.c, 46.c, 47.c, 48.d, 49.c, 50.b, 51.a, 52.d, 53.b, 54.c, 55.a, 56.a, 57.a, 58.a, 59.c, 60.c, 61.b, 62.d, 63.a, 64.c, 65.c, 66.d, 67.d, 68.b, 69.c, 70.a, 71.b, 72.c, 73.b, 74.d, 75.d, 76.b, 77.b, 78.c, 79.a, 80.a, 81.c, 82.d, 83.c, 84.c, 85.c, 86.a, 87.c, 88.a, 89.a, 90.b, 91.d, 92.a, 93. a) iii, b) ii, c) ii, d) ii. 94.d, 95.c, 96. a) i, b) i, c) ii, d) i. 97.d, 98.b, 99.a, 100.d.

