

4. (a) As the secretary of the Staff Club of your organization you bought a music system from a local dealer. You discovered that it is damaged. The dealer replaced it promptly, but that system also contains identical defects. Write a letter to the manufacturing company asking for a replacement.  
( Modified Block)SM
- (b) Write one word substitute :—
- Study of the way we structure and use time to communicate
  - Specialized vocabulary
- (c) Describe any one of the following :—
- Lap top
  - Transformer
  - Calculator
5. (a) Write a technical description of any **one** :—
- Using a scanner
  - Using an OHP (Over Head Projector)
- (b) Write a brief note on any **three** :—
- Information, persuasion and morale as objectives of communication
  - You- Attitude
  - Upward and Downward communication
  - Code, Encode and Decode
  - Difference between Process description and Instruction Writing.
6. (a) Identify the sender, message, medium, receiver and feedback .
- The Manager gives instructions to the computer operator over telephone about the launching of their product and how to market it through advertisement.
  - Students being offered a short term computer course in the college.
- (b) Write a set of instructions on Filing.
- (c) Fill in the blanks :—
- listening only to what you want to listen is \_\_\_\_\_ listening.
  - A signature block consists of \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_
  - \_\_\_\_\_ is more eloquent than words.
  - A hydro meter is an instrument used for measuring the specific gravity of liquids is a \_\_\_\_\_.
  - SQ3R method is one of the techniques of \_\_\_\_\_.