

Oral Skills

1. _____ means communication without words.

- a. Object communication
- b. Written communication
- c. Oral communication
- d. Non- verbal communication

Ans: D

2. The person who transmits the message is called _____.

- a. channel
- b. sender
- c. receiver
- d. response

Ans: C

3. _____ aims at making people work together for the common good of the organization.

- a. communication
- b. conversation
- c. combination
- d. connection

Ans: A

4. at each stage in the process of communication, there is a possibility of interference which may hinder the process. Such interference is known as _____.

- a. sender
- b. receiver
- c. barrier
- d. none of them

Ans: B

5. _____ describes all forms of human communication that are not verbal.

- a. prosody
- b.vocalics
- c.haptics

d. para language

Ans: D

6. normally communication is _____, wherein the information or message is transferred from one person to other.

a. impersonal

b. interpersonal

c. personal

d. important

Ans: C

7. A _____ connects the sender to the receiver.

a. Channel

b. Noise

c. Communication

d. feedback

Ans: A

8. The _____ in the usage of words may be a serious barrier to effective communication.

a. disturbance

b. discrimination

c. disorder

d. distortion

Ans: D

9. Most of us use _____ and _____ in addition to words, when we speak.

a. words and gestures

b. gestures and body language

c. body language and posture

d. posture and eye gazing

Ans: B

10. _____ refers to pitch, loudness, duration, intonation and tempo.

a. touches

b. prosody

c. gestures

d. haptics

Ans: C

11. In _____ main intention is to seek certain information which will be appreciated.

- a. empathetic
- b. comprehension
- c. appreciative
- d. therapeutic

Ans: D

12. Dialogic listening is also known as _____.

- a. therapeutic
- b. appreciative
- c. relational
- d. evaluative

Ans: B

13. _____ means looking quickly over a textbook to get a general superficial idea of the content.

- a. scanning
- b. extensive reading
- c. skimming
- d. intensive

Ans: B

14. _____ reading is ideal and helps comprehension

- a. extensive
- b. loud
- c. intensive
- d. silent

Ans: D

15. The second step in SQ3R of reading is _____.

- a. survey
- b. question
- c. read
- d. review

Ans: C

16. While making a slide the number of words should be limited to a maximum of _____ per slide.

- a. seven

b. nine

c. eight

d. ten

Ans: D

17. _____ are the abbreviations which are made up by writing the first letters of the words in a name or phrases.

a. field abbreviations

b. personal abbreviations

c. acronyms

d. none of them Ans:

18. _____ is the full form of the abbreviation TQM.

a. team quality management

b. total quality management

c. total quality manager

d. total quality management

Ans: D

19. Communication that takes place between the members of an organization – within themselves is _____.

a. external

b. formal

c. informal

d. internal

Ans: D

20. Informal meetings mark the _____ of the problem.

a. immediately

b. immediacy

c. importance

d. improvement

Ans: C

Mending Wall by Robert Frost

1. The poem "Mending Wall" is thought to have been inspired by the years Robert Frost spent as a poultry farmer in Derry, New Hampshire. Where did he live when he wrote the poem? (Hint: surprising for a New England poet)

- ☒ **Dymock, Gloucestershire**
- ☐ South Shaftsbury, Vermont
- ☐ Amherst, Massachusetts
- ☐ Ripton, Vermont

2. What is the name of the collection of poems in which Robert Frost's poem "Mending Wall" was first published? (Hint: geographical reference)

- ☐ "Mountain Interval"
- ☐ "A Boy's Will"
- ☒ **"North of Boston"**
- ☐ "New Hampshire"

3. What is the literary form of the poem "Mending Walls" by Robert Frost?

- ☐ sonnet
- ☐ haiku
- ☐ limerick
- ☒ **blank verse**

4. What is the first line of Robert Frost's poem "Mending Wall"?

- ☒ Two roads diverged in a yellow way

- ☐ Good fences make good neighbors
- ☐ **Something there is that doesn't love a wall**
- ☐ Whose woods these are I think I know

5. What kind of wall is being mended in Robert Frost's poem "Mending Wall"?

- ☐ a brick wall
- ☐ **a wall made of granite boulders balanced on top of each other**
- ☐ a dense hedge separating adjacent fields
- ☐ a wooden fence

6. What is stated in the poem as causing the need for annual repairs in the poem "Mending Wall" by Robert Frost?

- ☐ hunters clearing the stones to unearth rabbits
- ☐ **winter frosts that cause the ground to move**
- ☐ tree roots from the apple trees and pine trees on either side of the boundary
- ☐ neighborhood children playing games

7. What does the poem suggest is the function of the wall in Robert Frost's "Mending Wall"?

- ☐ **all of these, to varying degrees**
- ☐ to bring neighbors together in a common action as they erect and maintain the wall
- ☐ to separate neighbors and ensure the independence of their lives
- ☐ to maintain the security of the farming activities on the neighboring properties

8. What agricultural activities are being undertaken in the fields being re-separated in Robert Frost's poem "Mending Wall"?

- ☐ apple orchard and dairy cows
- ☒ **apple orchard and pine plantation**
- ☐ dairy cows and pine plantation
- ☐ dairy cows in both fields

9. What was President John F. Kennedy doing when he quoted the first line of the poem "Mending Wall" by Robert Frost?

- ☐ referring to the Great Wall of China in his second State of the Union speech
- ☐ making his inaugural address
- ☒ **inspecting the Berlin Wall during a trip to Germany**
- ☐ inspecting Hadrian's wall during a trip to England

10. In Line 41 of "Mending Wall", Robert Frost says that his neighbor 'moves in darkness as it seems to me'. Is this darkness physical or metaphorical?

- ☒ **neither physical nor metaphorical**
- ☐ metaphorical, but not physical
- ☐ physical, but not metaphorical
- ☐ **both physical and metaphorical**