



A Charutar Vidya Mandal's Institution
V.P. & R.P.T.P. SCIENCE COLLEGE
(AUTONOMOUS) (Grant-in-Aid)
Affiliated to Sardar Patel University
VALLABH VIDYANAGAR-388120



Master of Science (Semester - III) External Examination - 2025
Subject Code: PS03AEENG01 Subject Name: Professional Communication

Date: 04-10-2025, (Saturday)

Time: 02:00 PM to 03:30 PM (1.5 HRS.)

Total marks: 25

Q-1 Write the most appropriate answer from the following multiple-choice questions. [05]

- (1) Which of the following is NOT a core element of the communication process?
(a) Noise (b) Message
(c) Distraction (d) Sender
- (2) A doctor uses a highly technical medical term ('idiopathic') when speaking to a patient, and the patient gets confused. This is an example of what?
(a) Semantic Barrier (b) Physical Barrier
(c) Psychological Barrier (d) Ineffective Barrier
- (3) Which of the following helps in avoiding monotony during a speech?
(a) Reading from slides (b) Speaking very fast
(c) Using the vocal variety (d) Speaking very slow
- (4) What is the most appropriate subject line for an email to a professor requesting a meeting?
(a) Hello (b) Urgent
(c) Need to talk (d) Request for Meeting: Thesis Discussion
- (5) Which body language gesture usually indicates confidence during a presentation?
(a) Slouching shoulders (b) Standing upright with open posture
(c) Avoiding eye contact (d) Crossing arms



Q-2 Define verbal and non-verbal communication. Discuss at least four types of non-verbal communication. [10]

OR

Q-2 Explain the format and structure of a formal email. Describe each component with suitable examples. [10]

Q-3 Discuss any five common persuasion techniques used in professional communication. [10]

OR

Q-3 Analyse the structure and presentation techniques of an effective oral presentation. [10]
Explain each component of the structure in detail.