

## MAHARASHTRA STATE BOARD OF SKILL DEVELOPMENT EXAMINATION, MUMBAI

## Examination--July, 2020

CERTIFICATE COURSE IN TELEPHONE OPERATOR WITH INTERCOM  
SYSTEMS (FOR BLIND)

[[TIME ALLOWED —3 HOURS]

(MARKS — 100)

COMMUNICATION SKILLS (PRACTICAL-I)	Marks
1. Give examples of non-verbal communication.	10
2. What do you mean by effective communication ?	10
3. Give examples of formal communication.	10
4. Give examples of informal communication.	10
5. State the different barriers in communication.	10
6. Give the correct synonyms of :—	10
(a) Commerce	
(b) Deceive	
(c) Delighted	
(d) Similar	
(e) Divine.	
7. Substitute single word for the following :—	10
(a) Place where historical things are kept.	
(b) A person whose husband is dead.	
(c) A bunch of flowers.	
(d) Scientific study of the Sun, Moon, Stars, Planets.	
(e) Incapable of earing.	
8. Name the tense :—	10
(a) India is winning the match.	
(b) My sister will be coming from USA.	
(c) He took my book.	
(d) The students were doing their homework.	
(e) I am driving my car.	
9. Oral.	10
10 Term work.	10