



- 3) Mention the four language skills.
- 4) What is deep listening ?
- 5) Which are the two basic ways of communication ?
- 6) Critical listening requires listener to _____ , _____ and _____ on what he hears.
- 7) Describe the two types of listening.

V. Answer the following questions :

- 1) Define active listening and write any one objective of active listening. 2
- 2) Explain any 4 verbal signs of active listening. 2
- 3) What are the non verbal signs of active listening ? 1

VI. Do as directed :

- 1) Introduce your family members to your friend. 2
- 2) Fill in the blanks : 2

Prashanth: Hello sir, may I know on which platform the train to Delhi will arrive ?

Railway help desk: _____

Prashanth : _____

Railway help desk: The train will reach 40 minutes late today.

- 3) Write a line of request to the receptionist of a Hotel about the availability of room. 1

VII. Answer **any one** of the following questions :

3

Write instructions to make orange juice with the ingredients given below :

- a) Orange
- b) Water
- c) Sugar
- d) Ice cubes

OR

State the basic steps you will follow to draw money from an ATM.

