

Seat No. 112010121

Enrollment No. 12012117961815

THE CHARUTAR VIDYA MANDAL UNIVERSITY
BACHELOR OF PHYSIOTHERAPY – SEMESTER 1
APR 2025 (REGULAR) EXAMINATION

Course Title: English, Communication and soft skills

Course Code: BPT - 107

Total Printed Pages: 02

Date: 14/04/2025

Time: 10:00 am to 11:30 am

Maximum Marks: 40

Instructions:

1. There are total 4 Questions given in this paper.
2. All the answer should be written in the answer book.
3. Marks on the right side suggest the total marks of that question.
4. Draw the figure where necessary.

Q.1. Multiple Choice Questions: (MCQs)

(05 × 1 = 05)

1. Which of these is the most appropriate opening for a formal business email?
 - a) Hey! How's it going?
 - b) Yo! What's up?
 - c) Dear Sir/Madam,
 - d) Hello there!
2. What is the correct tense in the sentence: "She has been working here for five years"?
 - a) Present Perfect
 - b) Past Continuous
 - c) Present Perfect Continuous
 - d) Future Perfect
3. In healthcare settings, why is empathy important in communication?
 - a) It helps in diagnosing diseases
 - b) It allows better understanding of the patient's emotions
 - c) It increases the doctor's salary
 - d) It reduces the need for medication
4. What is the best way to handle a difficult business conversation?
 - a) Raise your voice to assert dominance
 - b) Listen actively and remain calm
 - c) Avoid eye contact and look at your phone
 - d) Interrupt the speaker frequently

5. What is the correct synonym for the word "benevolent"?

- a) A manager giving instructions to employees
- b) A team leader setting goals for their team
- c) An employee submitting a report to their supervisor
- d) A customer service agent talking to a client

Q. 2. Short answers (5 out of 7) (Answer not exceeding 50 words) (5 × 2 = 10)

a. Identify the tense used in the sentence below with explanation :

- 1. The patient is recovering well after surgery.
- 2. She took medicine after lunch.

b. Write a short self-introduction in 3–4 sentences.

c. Define "Parts of Speech" and name any four with examples.

d. Explain the difference between listening and hearing with an example.

e. How can reading newspapers or articles improve your language skills? Mention any two benefits.

f. Why are reading and writing skills important for physiotherapy students? Give one reason for each.

g. Frame a question for the following sentence:

- 1. She visits the clinic at 5 p.m.
- 2. Ravi spoke to the patient politely.

Q. 3. Short Notes (3 out of 4) (Answer not exceeding 150 words) (3 × 5 = 15)

- a. Discuss the importance of body language in communication.
- b. Discuss three key strategies for effective patient education communication.
- c. What are the key features of health communication?
- d. Explain grapevine communication and its impact on organizations.

Q. 4. Essay (1 out of 2) (1 × 10 = 10)

- a. Write a dialogue between a physiotherapy intern and patient, you are attending to a new patient who is anxious about starting rehabilitation exercises after a knee surgery.
- b. Explain the importance of speaking skills in business communication, particularly in the healthcare and physiotherapy profession.