

# END TERM EXAMINATION

FIRST SEMESTER [B. TECH] JANUARY 2024

Paper Code: HS-113

Subject: Communication Skills

Time: 3 Hours

Maximum Marks: 60

Note: Attempt six questions in all including Q.No.1 which is compulsory.

Q1 Write Short Notes on the following-

- a) Grapevine (2)
- b) Completeness of message (2)
- c) Audio Visual aids in Presentation. (2)
- d) Telephone etiquette (2)
- e) Memorandum (2)

Q2 Define the role and importance of effective communication in the professional realm. Explain how it contributes to organizational success. (10)

Q3 Differentiate between formal and Informal communication. Why is informal communication used in modern organizations? (10)

Q4 a) What are the key elements of an impactful speech? Explain how factors like content, delivery, and engagement contribute to making a speech effective. (5)

b) Fill in the blanks with appropriate words. (5)

"Jim was walking \_\_\_\_\_ (across, over) the campus \_\_\_\_\_ (in, at) noon when he met a friend whom he had not seen (since, during) summer. They stopped \_\_\_\_\_ (in front of, around) the gymnasium and sat down \_\_\_\_\_ (in, on) the steps. After they had talked \_\_\_\_\_ (for, during) about ten minutes, Jim said, "I must go \_\_\_\_\_ (toward, to) Jefferson Hall this semester. Why don't you drop by some afternoon \_\_\_\_\_ (over, after) classes?"

Q5 a) Write a letter to your bank requesting a loan facility of Rs. 15 lakhs for a new business. Also, give the necessary details of your project. (5)

b) What are the primary differences between a circular and a memorandum in terms of their purpose, audience, and distribution within an organization? (5)

P.T.O.

Q6

a) / What are the barriers to communication? How can they be overcome? Explain with a suitable example. (5)

b) / Change as directed : (5)

- I. What a Surprise! [Assertive Sentence]
- II. How stupid you are! [Declarative sentence]
- III. I know her. [Passive Voice]
- IV. Love fills my heart. [Passive Voice]
- V. A Honda car was bought by me. [Active Voice]

Q7

a) / Change into the Indirect Narration → (5)

- I. I said to the teacher, "Mira stole my pen."
- II. He said to me, "Learn your book."
- III. She said to me, "Let us go for a walk."
- IV. "Will you save me from death?" Said the patient to the doctor.
- V. She said, "Man is mortal."

b) / Define non-verbal communication. How is it related to verbal communication? (5)

\*\*\*\*\*