

END TERM EXAMINATION

SECOND SEMESTER (B.TECH) JULY-2023

Paper Code: HS-114

Subject: Communication Skills

Time: 3 Hours

Maximum Marks :75

Note: Attempt five questions in all including Qno.1 which is compulsory. Internal choice is indicated in the questions.

- Q1 Do as directed (**Attempt any five**) (3×5=15)
- (a) List any four characteristics of good communication.
 - (b) Define the terms Homophones and Homonyms. Give examples for the same.
 - (c) Why is appearance important for professional communication? Provide example.
 - (d) What are conditional clauses? Give examples for the same.
 - (e) Differentiate between a Group Discussion and a Debate.
 - (f) "A postscript is not always an afterthought in a letter." Comment.
- Q2 (a) Differentiate between verbal and non-verbal communication. What are the various features of non-verbal communication? (7.5)
- (b) In non-verbal communication, explain the term Paralanguage, Chronemics and Haptics. (7.5)
- OR**
- Q3 (a) What are the various kinds of Group Discussion? What are the predominant features of G.D, explain? (7.5)
- (b) What are some common barriers to communication, and how can they impact effective communication in a professional setting? (7.5)
- Q4 (a) What are the etiquettes needed for Business Communication? (7.5)
- (b) What is Grapevine? Explain briefly the importance of informal communication in an business organisation. (7.5)
- OR**
- Q5 (a) Define Indianism. Discuss British and American English as different varieties of English. (7.5)
- (b) i) Give one word substitution for the following: (2)
- 1. That which cannot be read
 - 2. Government by the officials.
- ii) Differentiate between Thesaurus and Dictionary. (2.5)
- iii) Differentiate the meaning of the following words by framing the sentences: (3)
- Diseased, Deceased Elicit, Illicit Pray, Prey
- Q6 (a) You have sent your resume for a job of your choice and were interviewed a week ago but you did not get a response from the HR manager. Write a follow-up letter to know the result of your interview. Invent the necessary details. (7.5)
- (b) Draft a memorandum announcing about company's Annual Award Ceremony. Invent necessary details. (7.5)

P.T.O.

OR

- Q7 (a) What is the co-relation between Audience Analysis and effective Speech. **(7.5)**
 (b) Write a letter-style report for submission to the Board of Directors regarding the market potential of a new brand of electronic equipment. **(7.5)**
- Q8 (a) Define 'active listening'. Explain in detail guidelines for effective listening. **(8)**
 (b) Fill in the blanks with appropriate verbs: **(7)**
 i. Where's my wallet? It was on the table. Probably, somebody____(keep) it somewhere else.
 ii. The explorer____(explain) the latest discovery regarding pyramids in Egypt in his research.
 iii. I ____ (work) hard for my GRE test these days.
 iv. It ____ (rain) frequently in London.
 v. By the time the troops arrive, the army on the border____(spend) several weeks waiting.
 vi. The music band ____ (display) a stupendous show this time.
 vii. The leader____ (vanish) from the city, when protests began against him on the streets.

OR

- Q9 (a) What are the different types of listening? Provide example of each type. **(8)**
 (b) Rectify the errors in the following sentences: **(3)**
 i. Everyone of the plane's crew were killed.
 ii. Scarcely had he gone than I remembered his letter.
 iii. Not only England, but all the world feel the loss.
 (c) Do as directed: **(4)**
 Do not abuse anyone. (Change the voice)
 He made a promise, "I will come, if I can." (Change the form of narration)
