

KADI SARVA VISHWAVIDYALAYA
B.E. SEMESTER II EXAMINATION (05/2015)

SUBJECT CODE: CC108

SUBJECT NAME: COMMUNICATION SKILLS / ENGLISH

DATE: 28.05.2015

TIME: 10.30 am TO 1.30 pm

TOTAL MARKS: 70

Instructions:

1. Answer each section in separate Answer Sheet.
2. Use of scientific Calculator is permitted.
3. All questions are compulsory.
4. Indicate **clearly**, the options you attempted along with its respective question number
5. Use the last page of main supplementary for rough work.

Section-1

- Q1. All compulsory** Marks
05
- A. Draw communication cycle and explain according to you how is feedback significant in communication process? 05
- B. Your friend wishes to improve his/her listening skills. Offer your suggestion to him / her to achieve the goal. 05
- C. Define presentation? Discuss the steps involved in planning an effective presentation. 05

OR

- C. Write a paragraph on any two topic. 05
1. Difference between public speaking and presentation.
 2. Difference between listening and hearing
 3. Purpose of presentation

- Q2. A. Answer the following questions in one or two sentences.** 05
1. Which is that device or medium that passes the signal from information source (sender) to the receiver.
 2. Managing director calls sales manager to talk about an issue, is it verbal communication or non-verbal communication?
 3. Four different flows of communication are used in the formal networks of organization communication. Name them.
 4. Comprehensive listening is also called full listening. The statement is true or false.
 5. Give two examples of Skimming or Scanning. 05

- Q2 B. Choose the correct option.**
1. Skimming is used to quickly gather the most important information or (gist/mist)
 2. There are three basic required components of a presentation, which are audience, presenter and(four walls/ ideas to be presented).
 3. Solve our problem at the earliest is an example of (polite / impolite) language in letter writing.
 4. Suggestions for any further steps to be taken to resolve the issue is (recommendations / conclusion) in a Report writing.
 5. Verbal communication includes both oral and(gossip / written) communication.

OR

- Q2 A. Explain any two study skills: 1.active listening, 2.reading comprehension, 3.note-taking, 4.time management, 5. test taking, and 6. memorization.** 05

B. Based on your knowledge of reading skills state whether the following sentences are true or false. Justify your answer with example. Any two

1. Reading is a complex communicative process of receiving and interpreting the written words.
2. Efficient reading does not involve the use of background information to help understand a text.
3. It is not possible to increase reading speed.
4. Increasing reading speed improves reading efficiency
5. Reading speed depend upon the reading material
6. The reader's response to a text – depends on their subject knowledge.

Q3. A. Draw and give the technical description of your own mobile. Explain it's function or purpose, feature in short. 05

B. The following sentences taken from business letters are wordy, imprecise, indirect, discourteous or vague. Rewrite them so as to make them more effective. Add date, senders address, subject line and complimentary close for the letter. 05

- i. I am forced to write against the indifference of your bank to customer complaints. I would like to point out an error in my April bank statement that was supposed to be corrected but was not done despite several reminders to your head-office.
- ii. I am sorry to tell you that I have had nothing but trouble with both my new Zen Lxi and your firm since I bought my new car from your firm in August 2014.
- iii. It is with great pleasure that we acknowledge with thanks the receipt of your which you sent on 18/6/2014 and we received on 23/6/2014.

OR

Q3 A. State whether the statements are true or false. If the statement is false, give reason. 05

- i. Oral presentation is a form of address in which a speaker addresses an audience.
- ii. Oral presentation are more formal than conversation
- iii. Oral presentation do not differ from other forms of oral communication such as speeches and debates.
- iv. Good speaker do not feel nervous while giving a presentation
- v. Rehearing aloud reduces speech anxiety.

Q3 B. Write an essay on any one topic. 05

1. India Emerging
2. Vision 2020
3. IPL cricket match
4. Incredible India

Section 2

Q4. All compulsory

A. On behalf of Sweet Publishers, Ahmedabad, draft a suitable reply to Mrugesh Book Depot, Mehsana, who have complained about late delivery of books. Explain reasons for late delivery, offer special discount and promise timely supply of books in future. Mention reference number. Marks 05

B. Write a short note on Visual aids in presentation.	05
C. What is Empathetic listening? Why should we practice it?	05
OR	
C. Classify the barriers into 1. Physical barriers, 2. Psychological barriers, 3. Linguistic barriers, 4. Cultural barriers.	05

Different social norms, ambiguous language, emotional disturbance, anxiety, physical discomfort, noise, physical distraction, over emotion, jargon, improper message decoding, cultural differences, different values.

Q5.A How do you express below in sign language, not necessary that you have to draw. For example:

Money: thumb and fingers rubbed together

- 1. A little
- 2. Time?
- 3. Hungry
- 4. Nice to see you
- 5. Oops!

Q5 B. Explain Organizational Barriers in detail **05**

OR

Q5 A. Read the following passage carefully and answer the question **05**

Machines were made to be man's servants, yet he has grown so dependent on them that they are in a fair way to become his masters. And machines are very stern masters. They must be fed with coal and given petrol to drink and oil to wash with, and they must be kept at the right temperature. If they do not get their meals when they expect, they grow sulky and refuse to work or burst with rage and blow up and spread ruin and destruction all around them. So we have to wait upon them attentively, and do all that we can to keep them in good temper. Already we find it difficult either to work or play without machines, and a time may come when they will rule us altogether, just as we rule the animals. Machines save time and energy for us but we use them for making more and better machines. We must remember that machines themselves or the power that machines have given us are not civilization, but aids to civilization. Real civilization will come only when we learn to use these machines as instruments in the service of humanity at large and prevent them from being a means of luxury and power for a few.

Questions:

- 1. How are we required to look after machines?
- 2. What happens when machines are neglected?
- 3. When do achiness become a curse to mankind?
- 4. When can we have real civilization?
- 5. Give an appropriate title to this paragraph

B. What are the characteristics of a report 05

Q6. A. One word substitution 05

1. A place where bread is baked and sold
2. One's own story
3. Against the law
4. A person who offers to do something without being compelled or paid.
5. Which cannot be avoided

B. Use the following homophones / homonyms (bold and underlined**) in **05** sentence. Their meanings are given. Make separate sentences.**

1. **addition** meaning an increase , **edition** meaning a published work
2. **allowed** meaning permitted, **aloud** meaning speaking with extra high voice.
3. **dear** meaning lovable, **deer** an animal with golden color and four legs.
4. **cell** meaning small room, **sell** an act of sale.
5. **break** meaning smash, **brake** a device to stop the wheels.

OR

Q6 A. Explain with examples boredom factors in presentation. 05

B. What are the poor habits of reading. 05

Wish you all the best

KADI SARVA VISHWAVIDYALAYA
B.E. SEMESTER I EXAMINATION (12/2015)

SUBJECT CODE: CC108

SUBJECT NAME: COMMUNICATION SKILLS

DATE: 30.12.2015

TIME: 10.30 am TO 1.30 pm

TOTAL MARKS: 70

Instructions:

1. Answer each section in separate Answer Sheet.
2. Use of scientific Calculator is permitted.
3. All questions are compulsory.
4. Indicate **clearly**, the options you attempted along with its respective question number
5. Use the last page of main supplementary for rough work.

Section-1

- Q1.** All compulsory Marks
- A. Draw communication cycle and explain. Differentiate between Technical communication and General Communication. 05
 - (C) B. Write traits of good listening skills. 05
 - C. What is presentation? Explain the visual aids used in presentation. (black board, projector, flip chart, PPT) 05

OR

- C.** Write a paragraph on any two topic. 05
- 1. Skimming and Scanning.
 - 2. Difference between listening and hearing
 - 3. Reading Strategies

- Q2.** A. Answer the following mind mapping question any one. Draw first and then write 05 steps.
1. Draw a mind map for making popcorn and write steps.
2. Draw a mind mapping for your own wedding and then write steps.

- Q2** B. Answer any one. 05
- 1. What are the characteristics of a good paragraph?
 - 2. Write a short note on note taking/making.

OR

- Q2** A. You are looking for an interesting summer job. Write an email, applying for the post of student leader. The school's email address is schoolleader@info.com . It should contain To, subject, attachment and email body. 05

- B.** Based on your knowledge think out of the box and answer the riddle (Who am I) 05
- a) What is a word comprise of 4 letters, still is also made of 5. Occasionally written with 12 letters and later with 5. Never written with 5 but happily with 7.
 - b) I am the biggest alphabet, as I contain the most water in the world. Who am I?
 - c) Scientists are trying to find out what is between earth and heaven. Can you find me?
 - d) There is a kind of fish that can never swim. What is that?
 - e) What is the word that is spelled incorrectly in all dictionaries?

- Q3.** A. Draw and give the technical description of (any one) your own mobile, OR 05
Laptop. Explain its function or purpose, feature in short.

B. The body of the letter is written below add date, senders address, subject line and 05 complimentary close for the letter.

I have recently ordered a new pair of cricket kit (item #6542951) from your website on June 21. I received the order on June 26. Unfortunately, when I opened it, I saw that the bats were used. The bats had dirt all over it and in one bat there was a small tear in front part. My order number is AF26168156.

To resolve the problem, I would like you to credit my account for the amount charged for my cricket kit; I have already went out and bought a new pair of cricket kit at my local sporting goods store so sending another would result in me having two pairs of the same kits.

Thank you for taking the time to read this letter. I have been a satisfied customer of your company for many years and this is the first time I have encountered a problem. If you need to contact me, you can reach me at 1231231234.

OR

Q3 A. In an English learning class students were given homework, they are finding it 05 difficult, please help them with their homework.

- i. I want to play football, but do not know where to buy the shoes from.
- ii. I need haircut badly.
- iii. I want to borrow a book where do I go?
- iv. To undergo surgery.
- v. I want to watch a movie released.

Q3 B. Write an essay on any one topic. 05

1. An active student and passive student.
2. Your first time away from home
3. Corruption
4. Reasons for attending or not attending college.

Section 2

Q4. All compulsory Marks

A. You have purchased a digital camera. But the camera turned out to be faulty. You requested the shopkeeper to replace, but the shopkeeper did not pay any heed. Write a complaint to the Director of the camera company to take necessary steps to do justice. You are Harish living at Block B, H-219 Sector 21, Gandhinagar, Gujarat.

05

B. Write about a movie.

- What was the film about, why did you like it so much, what message the movie gives, how was the direction of the movie, special message from the movie.

05

C. What are the importance of body language in presentation 05

OR

C. Explain in detail flow of communication (Upward, Downward, Horizontal, 05 diagonal) with diagram.

Q5.A Make sentences from the traffic signals mentioned below.

05



1. No Left turn



2. No truck lane



3. No Parking



4. Stop ahead



5. School ahead

Q5 B. Explain Organizational Barriers in detail

05

OR

Q5 A. Read the following passage carefully and write down important words or phrases 05 to make notes for future reference.

Testing : The True King.

This story is taken from one of Birbal Stories.

The King of Iran had heard that Birbal was one of the wisest men in the East and desirous of meeting him sent him an invitation to visit his country.

In due course, Birbal arrived in Iran.

When he entered the palace he was flabbergasted to find not one but six kings seated there.

All looked alike. All were dressed in kingly robes. Who was the real king?

The very next moment he got his answer. Confidently, he approached the king and bowed to him.

"But how did you identify me?" the king asked, puzzled.

Birbal smiled and explained: "The false kings were all looking at you, while you yourself looked straight ahead. Even in regal robes, the common people will always look to their king for support."

Overjoyed, the king embraced Birbal and showered him with gifts.

B. Write a paragraph on any one

05

- a) Wireless communication
- b) Technology and terrorism

Q6. A. One word substitution choose the right word from bracket

05

1. Detailed plan of a journey (literary, Itinerary)
2. A person who helps even a stranger in difficulty. (Samaritan, helper)
3. Science of flight of aeroplanes (Aeronautics, Airports)
4. An apparatus used for measuring the atmospheric pressure. (Barometer, Nanometer)
5. A disease which attacks many people in a particular area in one time. (Disaster, Epidemic)

B. Use the following homophones / homonyms (bold and underlined**) in sentence. Their meanings are given. Make separate sentences.** **05**

1. **Sole** meaning the undersurface of a person's foot , **Soul** meaning the spiritual or immaterial part of a human being or animal, regarded as immortal
2. **Principal** meaning first in order of importance; main, **Principle** meaning a fundamental truth or proposition that serves as the foundation for a system of belief or behaviour or for a chain of reasoning.
3. **One** meaning the lowest cardinal number, **Won** meaning past and past participle of win
4. **Grate** meaning reduce (food) to small shreds by rubbing it on a grater., **Great** meaning of an extent, amount, or intensity considerably above average..
5. **Blue** meaning of a colour intermediate between green and violet, as of the sky or sea on a sunny day, **Blew** past of blow.

OR

Q6 A. Why presentation is important.

05

B. Do you have any poor habits of reading, what are the other poor habits of reading. **05**

Wish you all the best

KADI SARVA VISHWAVIDYALAYA, GANDHINAGAR

B.E. Semester I/II

Subject Code: CC108

Duration: 3 hours

Subject Name: Communication Skills

Total Marks: 70

Date: 3-1-14

Time:

Instructions:-

1. Answer each section in separate Answer sheet.
2. All questions are compulsory.
3. Indicate clearly the options attempted along with its respective question number.

SECTION-1

Q-1 (All compulsory)

- (A) List various functions of 'Communication.' 05
(B) Discuss in detail various levels of Communication. 05
(C) Explain the importance of feedback in communication. 05

OR

- (C) What are the main differences between General and Technical Communication? 05

Q-2

- (A) Define 'barriers' to communication and discuss any two Psychological barriers. 05
(B) Explain Kinesics. 05

OR

- (A) Discuss the role of A / V aids in Presentation. 05
(B) Differentiate between Active / Passive Listening. 05

Q-3

- (A) On behalf of LDRP Institute, Gandhinagar draft a letter of inquiry for the purchase of 200 desktop computers to IBM Limited, Bangalore. 05
(B) As a resident of Shashtri Nagar, Navrangpura, Ahmedabad write a letter of complain to the Road & Building Department, Municipal Corporation, Ahmedabad complaining about the bad conditions of road in your area. 05

OR

- (A) Write a Precis of the following paragraph reducing it to one-third of its Original length and give it an appropriate title: 05

The grandeur of a drawing room and a living room is best felt when there is an element of nature's pride possession—a tree, or an indoor plant, or even for that matter a sapling. Children as of now get to see less of greenery and more of technologically driven software parks. Fortunately we have come to a point where we can bring the world of flora to our homes.

In the emerging world scenario, interior decoration has become a passion and a dictum for healthy living. The art of planting in small pots with its branches neatly trimmed gives rise to small neat structures of plants. These plants are easy to grow indoors as long as they have soil, air, light and water. Plants can be grown in the house all year round. Of late, Bonsai have

attracted the attention of one and all. Botanists say that bonsai are ornamental trees or shrubs grown in a pot and artificially prevented from reaching their normal size. The Japanese specialize in bonsai and Ikebana. The latter flowers are displayed according to strict rules.

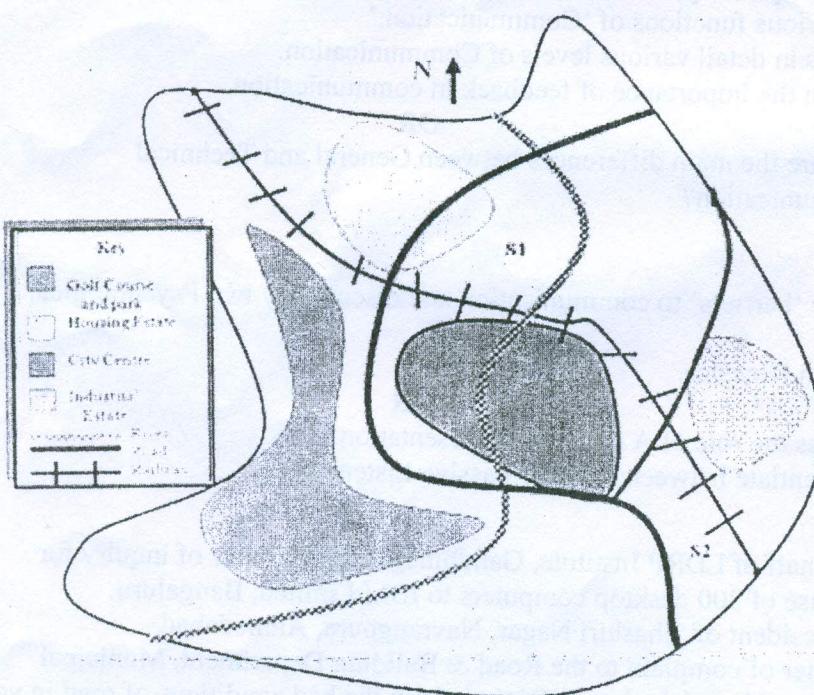
(B) Your institute has organized Blood Donation Camp. 05

On behalf of the institute, draft an advertisement for this event to be published in newspapers.

SECTION-2

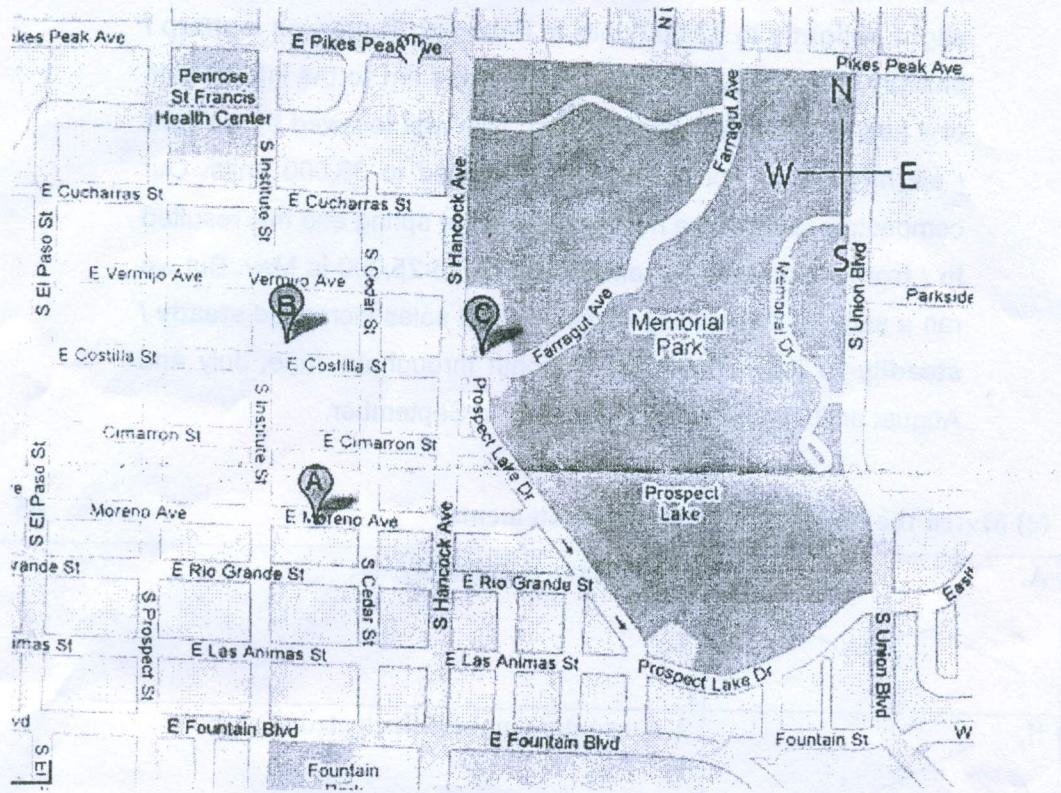
Q-4 (a) Report Writing. 05

Below is a map of city of Anand. City planners have decided to build a new shopping mall for the area, and two sites, S1 and S2 have been proposed. Summarise the information by selecting and reporting the main features and make comparisons where relevant. Do not write in more than 150 words.



(b) Match the descriptions to the graph segments.

05



1. The point on the map marked A is Helen Hunt School. The point on the map marked B is the bus stop. In what directions do you need to walk to get to the bus stop?
 - a. north then west
 - b. west then south
 - c. east then south
 - d. west and then north
2. The point on the map marked A is Helen Hunt School. The point on the map marked C is a 7-11. In what directions do you need to walk to get to the 7-11?
 - a. west and then north
 - b. east and then north
 - c. north and then east
 - d. east and then south
3. If you drive east from the school (Point A), which street will you cross first?
 - a. Hancock
 - b. Cedar Street
 - c. Institute
 - d. E. Rio Grande
4. In which direction does El Paso Street run?
 - a. north and east
 - b. west and south
 - c. north and south
 - d. east and west
5. Which is the major street to the east of Memorial Park?
 - a. Union
 - b. Fountain
 - c. Hancock
 - d. Pikes Peak

(c) Choose the correct word in bold complete the report.

05

Sales began the year at 30,000 units in January and increased slight / slightly to 32,000 units in February. There was a sharp / sharply rise to / by 38,000 in March due / led to the introduction of a new price discounting scheme. This was followed by a slight / slightly fall in April when sales dropped to 36,000 units. Our competitors launched a rival product in the spring and this resulted in / from a dramatic / dramatically fall to 25,000 in May. But we ran a summer advertising campaign and sales increased steady / steadily to / by 2000 units a month throughout June, July and August until they stood in / at 33,000 in September.

OR

(c) Match the following graphs and statements.

05

A.	1. Numbers fell steadily
B.	2. Customer numbers fluctuated slightly
C.	3. Customer numbers fluctuated widely
D.	4. There was a slight dip in customer numbers
E.	5. Customer numbers were erratic

Q-5 (a) Change the voice in the following sentences.

05

- i) Who knows the secret?
- ii) He presented false data.
- iii) Why did you leave the meeting yesterday?
- iv) My parents believe that I can score good marks in Civil Service exam.
- v) Do they help you?

(b) Join the following sentences using appropriate conjunctions.

05

- i) I used a torchlight. It was very dark there.
- ii) I locked myself in my bedroom. I would not be disturbed by the children.

- iii) The girl did not buy that expensive pair of shoes. She liked them very much.
- iv) You must come early. We will have time to make arrangements.
- v) I shouted for help as loudly as I could. No one heard me.

OR

(a) Prepare notes on the following paragraph.

05

Your relationship with your grandparent may also be free of some of the tensions that youths sometimes experience with their parents. Why might this be so? For one thing, grandparents often enjoy a special bond with their grandchildren.

Remember, too, that it is your parents—not your grandparents—who must bear the heavy responsibility of raising you “in the discipline and mental-agility.” Because their role is less demanding, your grandparents may be less prone than your parents to be critical of you. Also, one’s grandparents are usually not encumbered by the responsibilities and pressures of the daily care of a family. Because they may be relatively free of such stress, it may be easier for them to respond to your needs or to pay attention to you. While grandparents can offer you their wisdom and love, they can also benefit from your youthful energy and companionship. There are likely a number of ways in which you can be of help and support to your grandparents. Oftentimes, their physical strength is fading. Or they may be battling ill health. No doubt they would be encouraged if you helped them with shopping and household chores. No doubt about it, drawing close to your grandparents can enrich your life—as well as theirs!

(b) Choose the correct option given in the brackets.

05

- i) The table looks (**knew** / **new**).
- ii) Please (**pour** / **pore**) the milk in this glass.
- iii) The (**hole** / **whole**) in the ground was very deep.
- iv) I will stay at the youth (**hostel** / **hostile**) is evening?
- v) I hope the boat does not (**leak** / **leek**).

Q-6 (a) Use appropriate prepositions in the following.

05

- i) My brother's birthday is ____ the 5th of November.
- ii) I am going to visit my grandparents ____ the weekend.
- iii) I'm afraid of walking alone in the street ____ the night.
- iv) I have been waiting for you ____ 7 a.m.
- v) I will have finished this essay ____ next Friday.

(b) Choose correct verb in the following.

05

- i) The mayor along with his two brothers **is / are** going to be indicted for accepting bribes.
- ii) Neither of my two suitcases **is / are** adequate for this tour.
- iii) Everybody in the class **has / have** done the homework in advance.
- iv) Neither the teacher nor the students **seem / seems** to understand this problem.
- v) One of my instructors **has / have** written a letter of recommendation for me.

OR

a) Use appropriate form of verb given in the bracket.

05

- i) This time tomorrow, some of the people in this room _____ to their home countries. (to reach)
- ii) Every day early in the morning, my father _____ for a walk. (to go)
- iii) Before people landed on the Moon in 1969, some people _____ that the Moon was made of cheese. (to believe)
- iv) At six o'clock this morning, most of us were asleep in bed. But Hemant _____ reading for today's exam. (to read)
- v) Before entered the hall, the movie _____. (to start).

b) Use appropriate modal auxiliaries.

05

- i) There are plenty of tomatoes in the fridge. You _____ buy any from the market.
- ii) This is a hospital. You _____ not smoke.
- iii) I _____ speak Arabic fluently when I was a child.
- iv) _____ you stand on your head for more than a minute?
- v) _____ I ask a question?

KADI SARVA VISHVAVIDYALAYA
B.E. Semester- I & II

Subject Code:

Date: May 28, 2013

Time: 10:30 to 01:30

Subject Name: Communication Skills

Total Marks: 70

Instructions: 1. Answer each section in separate Answer sheet.

2. All questions are compulsory
 3. Figures to the right indicate full marks
 4. Indicate clearly, the options you attempt along with its respective question number

SECTION -I

Q-1 (All Compulsory)

(A) Choose the correct answer

(5)

- i. Noise is

 - a) It creates the desired impact on the receiver.
 - b) It is the break in the communication process.
 - c) It is to identify a problem.
 - d) All of the above.

ii. Which statement is false?

- ii. Which statement is false?**

 - a) Lack of proper listening can lead to embarrassing situations.
 - b) One of the tip for effective listening is “Evaluate the speech, not the speaker,
 - c) Never prepare more material than required for presentation to increase your confidence.
 - d) All of the above.

iii. Different purpose for writing letters are....

- a) to complain.
 - b) to order.
 - c) to apply for a job.
 - d) All of the above.

iv. Choose the correct sentence

- a) This honey is tasting sweet.
 - b) He is having a luxurious car.
 - c) I am thinking you are right.
 - d) None of the above.

v. I am writing with regard to your recent email. We regret to inform you that

- a) is beginning of any email.
 - b) is closing of any email.
 - c) Subject line of an email.
 - d) All of the above.

(b) Define Communication. Explain each key word with the help of schematic representation (10) of communication Process.

Q-2 Write a short note on any Two of the following.

(10)

1. Main elements of non verbal communication.
 2. 4 Ps of presentation. (Planning, preparation, practice, presentation)
 3. Grapevine communication.
 4. The Role of Technology in Communication

Q-3 (A) Explain the types of Communication

(5)

(B) Explain the difference between interpersonal and intrapersonal communication

OR

- (A) Discuss the levels of Communication
(B) Discuss the difference between Technical communication and General communication

SECTION-II

Q-4

(All Compulsory)

- (A) Suppose you want to take a new i-20 car loan from State Bank of India, Write an Inquiry-letter to the chief Manager SBI branch of your locality, requesting him/ her to send you all the information related to SBI car loan (5)
(B) Why does communication fail? Discuss the major barriers to communication (5)
(C) Discuss Non-verbal Communication in detail (5)

OR

- (C) Explain Skimming and Scanning styles of Reading (5)

Q-5

- (A) Select any technical device that you are using and write the technical description (5)
(B) State the difference between 'Listening' and 'Hearing'. Explain in brief, the types of Listening. (5)

OR

- (A) As the Purchase Manager Zenith Computers, 26, Ashram Road. Ahmedabad-380009, You had ordered 50 computers from World Vision Computers Limited, Grant Road, and Mumbai: 40004. When the consignment arrived, you found some of the computers in the damaged condition. Write a letter of complaint asking for repair, replacement or compensation (5)
(B) As an engineer, you have received a proposal to set up a wireless system in a college. (5) Prepare report and submit to the concerned authority

Q-6

- (A) Fill in the blanks in the following sentences using the correct verb form from the bracket. (5)

- (i) The librarian _____ the books since morning. (to arrange)
(ii) My Principal always _____ 'The Hindu' in the morning (to read)
(iii) Before we reached the station, the train (to leave).
(vi) If I had scored 2 marks more I _____ First Class (will + secure).
(v) The examination _____ over, we all became free from all tension. (to be)

- (b) Find one word Substitute for the followings (3)

- (i) A substance that destroys germs.
(ii) A place where ancient works are kept.
(iii) A bunch of flowers.
(iv) A person's first speech.
(v) That which cannot be heard.
(vi) Liable to catch fire easily

- (C) Use the following confusable words in sentences so that meaning of each can be understood clearly (Any Two). (2)

- (I) Affect, Effect
(II) Eligible, Illegible
(III) Pray, Prey
(IV) Perspicacious, Perspicuous

Enrolment No. | | | | | | | |

KADI SARVA VISHVAVIDYALAYA
LDRP INSTITUTE OF TECHNOLOGY & RESEARCH, GANDHINAGAR
FINAL EXAM (JAN-2013)

Day & Date : Tuesday 01,January 2013 Branch : ME/IT/EE/CIVIL
Time: 2:00 to 5:00 Subject Name : Communication Skills
Instructiⁿons: 1) All participants must be present.

Instructions: 1) All questions are compulsory.

- 2) Figures to the right indicate **full marks**.
3) Indicate **clearly**, the options you attempt along with its respective question number.

SECTION - I

Q.1 Each carries equal marks

- (A) Define the term 'Communication'. Explain the **communication cycle** with diagram
(B) Define **Listening**. Explain the different types of listening.
(C) What do you understand by **Barriers to Communication**? Explain **interpersonal** barriers to Communication

OR

- (C) Differentiate between General and Technical Communication.

Q.2 (A) Explain any **One** of the following terms.

1. Semantic Gap
 2. Information overload
 3. Grapevine Communication

- (B) Discuss the main elements of Non Verbal communication in detail.

OR

- (A) Elaborate the different levels of communication

- (B) Explain the 4Ps of presentation? Which are the different types of audio/visual aids used during presentations? [5]

Q.3 (A) Write short notes on **any One** of the following

- (B) Explain the flow of communication?

1. Skimming & Scanning 3. Intensive & Extensive Reading
2. Active and Passive Listening 4. Interpersonal & Extrapeersonal communication

OB

Q3 (A) Explain the SO₃B method.

- (A) Explain the SQSR method
(B) Explain the components of a Technical Report?

SECTION II

Q4 Each carries equal marks.

- Each carries equal marks**

(A) Fill in the blanks by using appropriate verb given in the brackets.

 1. He _____ (get) up daily at 5am
 2. Sharks _____ (live) in water.
 3. I have a jeep but I _____ (do) drive it often
 4. The shopping mall _____ (open) at 9am every day
 5. I see a monkey _____ (hang)on the tree

(B) Use the following Homonyms and Homophones in sentences so the meaning of each can be [5] understood clearly.(Any three Pairs)

- | | |
|------------------|---------------------|
| (1) Facts , Fax | (2) Cereal , Serial |
| (3) Scent, Sent | (4) Caller, Collar |
| (5) Brake, Break | |

(C) The Design an advertisement on any one of the following topics [5]

1. Youth festival	2. Leading shoe brand
2. Mobile Brand	4. Favorite chocolate

Q.5 (A) Your company had ordered 50 computers, on receiving them you came to know that they do not match with the specification and configuration you had given. As the Manager (Purchase), write a letter of Complaint addressing The Manager, HCL, Mumbai (Use Block layout Format) [5]

(B) Fill in : under ,next to , in ,on ,onto,beside,in front of ,over, near or behind [5]

Grandma is sitting 1) _____ the sunshine. Dad is sleeping 2) _____ the sun bed. Tim is making sandcastles 3) _____ Grandma. Ann is sitting 4) _____ Tim. The dog is lying 5) _____ Dad. Mum is waiting 6) _____ the ice cream stall. Jenny is hiding 7) _____ the ice cream stall. Peter is climbing 8) _____ a stool. Sue and Bob are swimming 9) _____ the sea. Some seagulls are flying 10) _____ the sea.

OR

(A) Suppose you want to take a new Nano car loan from State Bank of India, Write an Inquiry-letter to the chief Manager SBI branch of your locality, requesting him/ her to send you all the information related to SBI car loan. [5]

(B) Read the passage below and answer the following questions [5]

A king wanted to find an honest man to collect the taxes of his kingdom and a wise counselor to advise him to advertise abroad his needs and invite all the applicants to the palace. "I will show you the honest officer when you ask them to dance," said the counselor

The applicants arrived and were told to advance to the king one at a time through a dark and empty corridor. As soon as they were all assembled before the throne, the king said: "Gentleman, I should very much like to see you dance." But all applicants refused with many blushes, except one man, who danced cheerfully and well.

"That's the honest man", said the counselor, pointing to the dancer. In the dark corridor the wise man had placed sacks of money, and all the dishonest men had filled their pockets as they passed through to the king. Their pockets would have sounded like money -boxes being shaken, and refused.

- 1 Why did the king want to find an honest man?
- 2 What advice did the counselor give the king?
- 3 How did the counselor identify the honest man?
- 4 Why did the applicants hesitate to dance before the king?
- 5 Find out the meanings of the words from the passage1) advisor 2) revenue3) gathers4) far and wide.

Q.6 (A) Write a paragraph on any Two of the following 10

- 1 T20 World Cup
- 2 My Role Model
- 3 Climate Change
- 4 The Role of Technology in Communication

OR

KADI SARVA VISHWAVIDYALAYA

B.E. SEMESTER I EXAMINATION (12/2014)

SUBJECT CODE: CC108

SUBJECT NAME: COMMUNICATION SKILLS / ENGLISH

DATE: 29.12.2014

TIME: 10.30 am TO 1.30 am

TOTAL MARKS: 70

Instructions:

1. Answer each section in separate Answer Sheet.
2. Use of scientific Calculator is permitted.
3. All questions are compulsory.
4. Indicate **clearly**, the options you attempted along with its respective question number
5. Use the last page of main supplementary for rough work.

Section-1

Ques.	Questions	Marks
Q1.	A. All compulsory A. Define 'communication'. Explain communication cycle and distinguish between General and Technical communication B. Explain the traits of good listener C. What is a presentation? State the different strategies to make an effective presentation OR C. Write a paragraph on any two topic. 1. Empathetic listening 2. Types of reading 3. purpose of presentation	05
Q2.	A. Answer the following questions by selecting the right option.	05
	1) Communication begins with a. encoding b. idea origination c. decoding d. channel selection	
	2) Forces affecting organizational behaviour are a. people b. environment c. technology d. all of the above	
	3) The definition of communication implies that a. communication is mostly verbal b. communication is mostly written c. most communication is in a vertical direction d. understanding must occur to have communication	
	4) During an oral presentation,is a stage where you tell the audience, the aim of your presentation. a. background b. introduction c. conclusion d. question session	
	5) Listening is anprocess a. active b. passive c. inactive d. none of the above	

Q2 B. Choose the correct option.

05

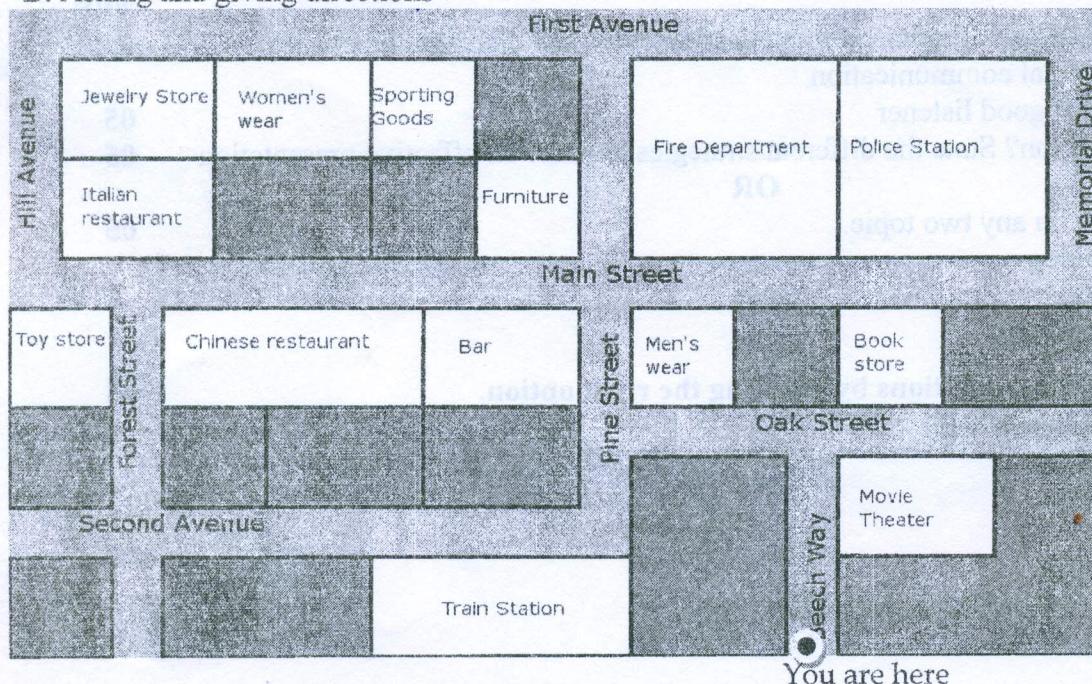
1. While writing a business letter, it has to be(concise/verbose) and(direct/ passive)
2. While taking down notes, a lot of efforts can be saved by using(alphabets/ abbreviations) and(symbols/ typing)
3.(Listening/Reading) is an active process; whereas(reading/hearing) is a passive process.
4. The person who transmits messages is called(sender/decoder) or(channel/transmitter)
5. Our way of reading is influenced by the(style/purpose).(Notice/Agenda) refers to the list of points that needs to be discussed at a meeting.

OR**Q2 A. Discuss impact of body language in making presentation effective**

05

B. Asking and giving directions

05



1. The jewelry store is behind the Italian restaurant (true/false)

2. The bar is on Second Avenue (true/false)

3. The police station is on the left from Fire Department (true/false)

4. The toy store is across from the Chinese restaurant (true/false)

5. The movie theater is opposite the Book store (true/false)

Q3. A. You have been given the opportunity to Emcee an event in your college. Write down an introduction and invite the chief guest to address the gathering (no political and religious person) 05

B. Answer the following question after reading the paragraph 05

Shailaja is starting a new school today. She is very sad. She is very scared. "I don't want to go to school today," Shailaja tells her dad. "I understand, sweetheart," Dad says. "Starting a new school can be very scary." Shailaja has moved to a new town. She has moved to a new house. She is starting a new school today. She has done all of this in a week! "I feel sick," Shailaja says. "My stomach hurts. I can't eat breakfast." "I think that is because you are nervous," Dad says. He pats Shailaja's hair. He gives her a little hug. "Try drinking just a little juice. Then I will walk you to school." Shailaja and her dad walk to school. Shailaja thinks about many things.

Will I make friends? Will I like my teacher? What if I don't know the answer to a

question? Will kids laugh at me? What if no one likes me? "We're here," says dad. Shailaja looks up at the big building. Her other school was small. Shailaja wishes she could run away. She knows she cannot. She takes a deep breath. She walks up the steps to school. She walks into her third grade classroom. "That must be Shailaja," she hears a boy say. "Hello, Shailaja!" "Welcome, Shailaja!" "Let me show you around." Everyone seems kind. Shailaja feels a little better. But she is still not happy. She is still a little scared. She cannot eat her lunch. Dad picks Shailaja up after school. "How was your day?" he asks. "Okay," she says. "It will get better," Dad says. "Big changes are hard." "I know," says Shailaja. She reaches for her dad's hand to hold as they walk home.

Questions:

- 1) Why is Shailaja sad and scared?
 - A. She is moving to a new house today.
 - B. She is moving to a new town today.
 - C. She is starting a new school today.
 - D. She is walking to school alone today.
- 2) Why does Shailaja's dad think she feels sick?
 - A. because she is sleepy.
 - B. because she is nervous.
 - C. because she has a cold.
 - D. because she ate too much.
- 3) What does Dad tell Shailaja to do before school?
 - A. stop crying.
 - B. get her bag.
 - C. drink some juice.
 - D. put on her shoe.
- 4) How do Shailaja and Dad get to school?
 - A. They drive.
 - B. They walk.
 - C. They run.
 - D. They take the bus.
- 5) How do the children in Shailaja's class seem?
 - A. kind.
 - B. smart.
 - C. funny.
 - D. different.

OR

- Q3** A. Read the memo below about sales people's performance. Choose the best word **05** to fill each gap.

1	A	Usually	B	Regularly	C	Consistently	D	Evenly
2	A	Levels	B	Results	C	Grades	D	Marks
3	A	Recovered	B	Regained	C	Restored	D	Repaired
4	A	Commission	B	Agreement	C	Contract	D	Arrangement
5	A	Route	B	Distance	C	Run	D	Way
6	A	Manage	B	Act	C	Operate	D	Work
7	A	Members	B	Delegates	C	Associates	D	Partners

8	A	Immediate	B	Actual	C	Instant	D	Current
9	A	Increase	B	Improve	C	Enlarge	D	Elevate
1 0	A	Statements	B	Invoices	C	Charges	D	Accounts

Salesperson of the month

Our salesperson of the month is Mahesh from Xerox, who wins four bottles of finest champagne. There was another excellent performance in Nasik from Maharashtra, who almost won the prize on account of her (1)..... high sales figures throughout June. Another Maharashtra salesperson with very good (2)..... in June was Priya, with total sales of more than Rs. 1, 30,000. After a bad start to the month, sales in Tamil Nadu (3)..... swiftly, mainly due to the superb performance of Mithun. Mithun was successful in winning a major (4)..... with LTV Production, which will be worth over Rs. 1,20,000 for the company.

In Andhra Pradesh, Amit from Vijayvada sold Rs 70,000 worth of business. This will obviously go on a long (5)..... towards increasing the turnover of one of our newest sites, which has been forced to (6)..... at a loss for the last six months. Our Gujarat centre has also done well, with one of the newest (7)..... of our Kerala sales team, Jainil selling Rs. 50,000 worth of business.

As for Uttar Pradesh, our (8)..... figures suggest that sales are well down compared to the same period last year. However, we expect that the situation will (9)..... quickly once the recession is over.

Finally, just a reminder that our bonus scheme runs until the end of this week, so get your (10)..... out to clients as quickly as possible. Who knows, you might be our next "Salesperson of the month!"

- Q3** B. Write an essay on any one topic 05
 1. Your first day at a new school or college
 2. An encounter that changed your life
 3. A memorable journey

Section 2

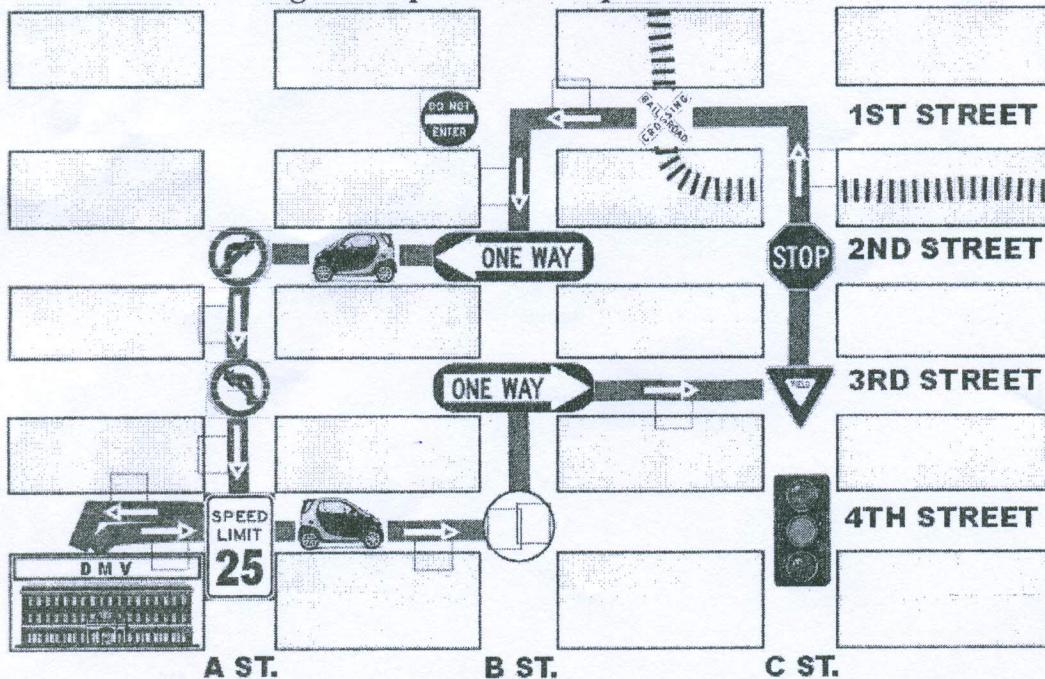
- Q4. All compulsory** Marks
 A. As the Sales Manager of Bhagyoday Furniture, near Moti Mahal Colony, Jaipur-30 2018, Rajasthan, you had ordered fifty Office Computers from Mehta Ltd., Sundarvan Marg, Guwahati, Assam. When you received the consignment, you found some of the Computers were in damaged condition. Write a letter to the sales manager informing about the damage and replacement. 05
 B. Explain SQ3R method 05
 C. Write a technical description of the mobile you own. 05

OR

- C. Draft and advertisement (any one) 05
 1. Draft an advertisement for a social cause of your choice.
 2. Draft an advertisement for a Spoken English course to be conducted during the summer vacation by your favorite teacher
 3. Draft an advertisement for the youth festival to be held in your college.

Q5.A After understanding the map answer the question

05



I passed my driving test! I did very well. Let me tell you all about it. We began at the Department of Motor Vehicles at the corner of 4th and A Streets. The sign at the corner said that the speed limit was (1) _____ miles per hour. I drove east to 4th and B Streets and turned (2) _____. I went one block and turned (3) _____ on 3rd Street. I drove one block. I saw a sign at the corner of 3rd and C Streets. I said (4) _____, so I drove slowly. Then, I (5) _____ north. I (6) _____ at the corner of 2nd and C Streets. After I turned west, I crossed a (7) _____. I drove to 1st and B Streets. I saw another sign there. It said (8) _____, so I didn't continue on 1st Street. I turned south, went one block and turned west on 2nd Street because it's a (9) _____ street. I drove one block, then turned south at (10) _____ Streets.

Q5 **B. What is noise? Explain Organizational Barriers** 05
OR

Q5 A. What are the advantages and disadvantages of memorization in a presentation 05
B. What are the characteristics of a report 05

Q6. A. Fill in the correct preposition 05

1. There were..... a thousand people at the concert.
2. You must be..... 18 in order to see the film.
3. We are travelling..... the road.
4. He is sufferingan unknown illness.
5. I listened to the game the radio.

B. Use the following homophones / homonyms in sentence to differentiate their meaning. 05

- | | |
|--------------------|----------------|
| 1. advice , advise | 2. Blew, blue |
| 3. buy / bye | 4. Beat , beet |
| 5. flour, flower | |

OR

Q6 A. Highlight poor habits of reading with examples 05
B. What are the types of technical report, with examples 05

5/5