

d) How will you handle the call/respond in the following situations?

- i) When it's a wrong number
- ii) When the line is not clear
- iii) He/ she is speaking too fast
- iv) You want him/her to repeat something.
- v) When the person you have called is in a meeting

5 L2

#### Unit – V

9. a) Draft an application in answer to an advertisement in The Times of India, for the post of system analyst. The pre-requisite is an engineering degree in Computer science, with an experience of five years. Enclose your resume along with your application. 10 L3
- b) Explain the different types of leadership styles. 5 L2
- c) Do people from the same country have a common personality type? Explain. 5 L4
10. a) Explain the different stages of how you will go about getting ready for a small formal speech. 10 L2
- b) List out the leadership qualities of a successful leader. 5 L2
- c) What are personality traits? Explain. 5 L2

BT\* Bloom's Taxonomy, L\* Level

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17HU114

results from failure. Most of us fail in our efforts at self-improvement because our schemes are too ambitious and we never have time to carry them out. We also make the fundamental error of announcing our resolutions to everybody so that we look even more foolish when we slip back into our old bad ways.

- i) When do we think of making resolutions?
  - ii) What recurs with monotonous regularity?
  - iii) What has past experience taught us?
  - iv) Why do we remain inveterate smokers?
  - v) Why do most of us fail in our efforts of self improvement?
  - vi) Which is our fundamental error?
  - vii) What does the phrase 'formidable lists of do's and don'ts mean?
  - viii) Why do we look foolish?
  - ix) What is the meaning of the word 'monotonous'?
  - x) Find the antonym of the word 'success' from the passage.
- b) Discuss the poem 'Telephone Conversation'. 5 L2
- c) Why does R.K. Narayan say that headache is God's blessing to man? Give some reasons. 5 L2
6. a) Rewrite as directed
- 1) Add appropriate question tags
    - i) We're working tomorrow.
    - ii) She's been studying a lot recently.
    - iii) They didn't go out last Sunday.
  - 2) Insert appropriate prepositions
    - iv) The ball fell ..... the well.
    - v) My books are neatly stacked ... the table.
    - vi) We live ..... India
  - 3) Insert appropriate articles
    - vii) He is ----University player
    - viii) ----abstract is a condensation of a piece of writing.
  - 4) Fill in the blanks with the correct form of verb given in the brackets.
    - ix) ---- is quicker than sailing ( fly)
    - x) The children were skating across the ..... ( freeze) river.
- b) Explain how the sonnet 'Cockroach' is an extended metaphor of the poet's life. 10 L2
- c) What are the key lessons one learns from de Bono's "Six Thinking Hats"? 5 L2
- Unit – IV**
7. a) Explain what is telephone etiquette. 5 L2
- b) If you have to make a professional call, what would be your preparations? 5 L2
- c) List out the different types of telephone calls, with an example each. 5 L2
- d) Turn into indirect requests
  - i) Drop me at the airport.
  - ii) Submit your assignment within this weekend.
  - iii) Join me for lunch today.
  - iv) Tell him to call me later.
  - v) Stop talking.
8. a) Which are the different stages of a telephone call? List each stage with an appropriate query and response. 5 L1
- b) List the dos and don'ts while answering a telephone call. 5 L1
- c) What are the advantages and disadvantages of a telephone as a medium of communication? 5 L1





**NMAM INSTITUTE OF TECHNOLOGY, NITTE**  
(An Autonomous Institution affiliated to VTU, Belagavi)  
**Second Semester B.E. (Credit System) Degree Examinations**  
April – May 2018

Duration: 3 Hours

**17HU114 – ENGLISH AND COMMUNICATION SKILLS**

Max. Marks: 100

*Note: Answer Five full questions choosing One full question from each Unit.*

- |                  |    | <b>Unit – I</b>  | <b>Marks</b> | <b>BT*</b> |
|------------------|----|--|--------------|------------|
| 1.               | a) | Transcribe the words and mark the primary stress (i-v) and transcribe the words in IPA into English (vi-x).<br>i) five ii) bag iii) car iv) computer v) gate vi) /ə'bʌv/ vii) /'bɔ:l/<br>viii) /'kændəl/ ix) /'fɑ:st/ x) /'npereIt/  |              |            |
|                  | b) | What is Rhythm and Tone in English Language? Give an example each for Falling and Rising Tones.  | 10           | L*3        |
|                  | c) | List out the normal weak forms and strong forms of Auxiliary verbs.  | 5            | L2         |
| 2.               | a) | Transcribe the words and mark the primary stress (i-v) and transcribe the words in IPA into English (vi-x).<br>i) food ii) book iii) educate iv) uncle v) field vi) /'pli:z/ vii) /reɪs/<br>viii) /sʌn/ ix) /wʊmən/ x) /teɪbəl/  | 5            | L1         |
|                  | b) | What is word stress? State any four rules to substantiate.   | 10           | L3         |
|                  | c) | List the differences between British and American accent of English language with examples.  | 5            | L2         |
|                  |    |  | 5            | L1         |
| <b>Unit – II</b> |    |  |              |            |
| 3.               | a) | What is communication? Enumerate and explain the different modes of communication  | 10           | L2         |
|                  | b) | How would you introduce yourself formally and informally?  | 5            | L1         |
|                  | c) | Convert the following into polite requests<br>i) Switch on the TV( to your brother)<br>ii) Lend me your notes (to your classmate)<br>iii) Forward this mail (to a junior colleague)<br>iv) Drop me at the supermarket (to your neighbor)<br>v) Give us a syllabus copy (to your teacher) | 5            | L2         |
| 4.               | a) | Explain the essentials of effective communication.   | 10           | L2         |
|                  | b) | Which expressions would you make use of when you are offering to help others and when you are receiving help?  | 5            | L1         |
|                  | c) | True or False:<br>i) In a formal situation introductions are not necessary<br>ii) The guest is introduced last<br>iii) You respond to 'how do you do' with 'fine, thank you'.<br>iv) While dining it's not deemed proper if you eat and drink noisily.<br>v) Hand shake should be firm   | 5            | L1         |

**Unit – III**

5. a) Read the following passage and answer the questions that follow.  
The New Year is a time for resolutions. Mentally at least, most of us could compile formidable lists of do's and don'ts. The same old favorites recur year in and year out with monotonous regularity. Past experience has taught us that certain accomplishments are beyond attainment. If we remain inveterate smokers, it is only because we have so often experienced the frustration that



- c) 'Telephone Conversation.' is a satire in itself. Express the opinion of Soyinka with your appreciation of the poem.

05 L5

## Unit – IV

7. a) Make note of the important things to be kept in mind while giving information on the phone. 05 L2
- b) Explain in detail the preparations undertaken before a business call. 05 L2
- c) Point out the advantages and disadvantages of telephone as a medium of communication. 05 L1
- d) How is a telephonic message organized? Make a message card leaving a message about the visit of Mr. Kumar on the Annual Day of the Institution on the first day of the next year. You received the phone from Ms. Krithi, Officer, Avon Ltd. at 10:00 am and whose number is 8765432109 on Mr. John Brown's behalf. 05 L6
8. a) Describe 'Telephone Etiquette'. List out the common Telephone Manners. 10 L1
- b) Explain the stages of a telephone call with examples. 05 L2
- c) What will you say in the following situations:
- You can't hear the other person.
  - You want him/her to repeat something.
  - He/She is speaking too fast.
  - You are struggling to hear the other person.
  - You have had difficulty in understanding the last name of the person.
- 05 L1

## Unit – V

9. a) Write a letter of application along with a resume for the following advertisement. Candidates with a qualification of MBA for the post of Asst Manager (Marketing) with a minimum experience of 5 years. Should possess excellent communication skills and should have a flair for computers. 10 L6
- b) Describe 'Personality' and write a note on Introvert and Extrovert Personalities. 05 L2
- c) Elucidate the qualities of a good leader. 05 L2
10. a) Explain each stage of a formal speech with its factors. List out the necessities in a welcome address. 10 L6
- b) Explain the determinants of Personality. 05 L2
- c) Write a note on the styles of Leadership. 05 L2

BT\* Bloom's Taxonomy, L\* Level

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Unit – III

5. a) Read the passage and answer the questions below:

*Churchill's Speech: We Shall Fight on the Beaches*

I have, myself, full confidence that if all do their duty, if nothing is neglected, and if the best arrangements are made, as they are being made, we shall prove ourselves once again able to defend our Island home, to ride out the storm of war, and to outlive the menace of tyranny, if necessary for years, if necessary alone.

At any rate, that is what we are going to try to do. That is the resolve of His Majesty's Government - every man of them. That is the will of Parliament and the nation.

The British Empire and the French Republic, linked together in their cause and in their need, will defend to the death their native soil, aiding each other like good comrades to the utmost of their strength.

Even though large tracts of Europe and many old and famous States have fallen or may fall into the grip of the Gestapo and all the odious apparatus of Nazi rule, we shall not flag or fail.

We shall go on to the end, we shall fight in France, we shall fight on the seas and oceans, we shall fight with growing confidence and growing strength in the air, we shall defend our Island, whatever the cost may be, we shall fight on the beaches, we shall fight on the landing grounds, we shall fight in the fields and in the streets, we shall fight in the hills; we shall never surrender, and even if, which I do not for a moment believe, this Island or a large part of it were subjugated and starving, then our Empire beyond the seas, armed and guarded by the British Fleet, would carry on the struggle, until, in God's good time, the New World, with all its power and might, steps forth to the rescue and the liberation of the old.

- i) What is the confidence if all do their duty about? (02)
  - ii) Who resolved the actions? Whose will is it? (02)
  - iii) List the places mentioned where the war would take place. (02)
  - iv) Does the phrase 'Every man' refer to singular or plural? (01)
  - v) Give the synonym of 'guard' from the passage. (01)
  - vi) Give the one word substitute for 'not flag' in the passage. (01)
  - vii) This is an \_\_\_\_\_ question. (add a prefix to necessary). (01)
- b) 'De Bono's Six thinking Hats method has been an alternative to the argument method.' Infer this statement with reference to the author's thoughts. 10 L3
- c) The 'Çockroach' is a comparison to human life. Why does the poet do so? 05 L4

05 L2

6. a) Do as directed:

**Rewrite using suitable prepositions:**

- i) He went \_\_\_\_\_ to the other side.
- ii) The fire engine ran \_\_\_\_\_ the streets.
- iii) He has been living here \_\_\_\_\_ 1961.

**Rewrite using suitable articles:**

- iv) I went to pick \_\_\_\_\_ (a, an) NCC Officer.
- v) He will come back in \_\_\_\_\_ (a, an, the) last session.
- vi) I would enjoy talking to \_\_\_\_\_ (a, an, the) winners.

**Give suitable question tags:**

- vii) Let's be cool and calm.
- viii) Hari is sad about the demise of his friend.

**Rewrite with the proper form of the verb given:**

- ix) I \_\_\_\_\_ to a great radio show on the way to work. (be + listen)
- x) Do you still \_\_\_\_\_ to the golf club? (belong)

- b) 'Headache is essential to maintain human relationship in working order.' Validate the statement. 10 L4

05 L6





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**NMAM INSTITUTE OF TECHNOLOGY, NITTE***(An Autonomous Institution affiliated to VTU, Belagavi)***First/Second Semester B.E. (Credit System) Degree Examinations****Make up / Supplementary Examinations – July 2018****17HU114 – ENGLISH AND COMMUNICATION SKILLS**

Duration: 3 Hours

Max. Marks: 100

*Note: Answer Five full questions choosing One full question from each Unit.***Unit – I****Marks BT\***

a) Transcribe the words (i to v) into IPA and mark the stress. Also identify the words (vi to x).

- |                  |            |             |               |          |
|------------------|------------|-------------|---------------|----------|
| i) Thick         | ii) Gate   | iii) Car    | iv) Stand     | v) Food  |
| vi) /di'mɒkrəsi/ | vii) /si:/ | viii) /fɪl/ | ix) /'teɪbəl/ | x) /pɒt/ |

05 L\*3

b) Explain word stress. State with examples any four rules to substantiate.

05 L2

c) Determine the differences between British and American Accents with examples.

05 L5

d) List out the normal weak forms and strong forms of auxiliary verbs.

05 L1

a) Transcribe the words (i to v) into IPA and mark the stress. Also identify the words (vi to x).

- |           |              |                 |              |           |
|-----------|--------------|-----------------|--------------|-----------|
| i) Pen    | ii) Rose     | iii) Sun        | iv) Maintain | v) Gain   |
| vi) /væn/ | vii) /fi:ld/ | viii) /ə'kaʊnt/ | ix) /si:t/   | x) /tɔ:n/ |

05 L3

b) Describe Intonation and the types with examples.

05 L2

c) Identify some of the problem sounds in English.

05 L2

d) Mark whether the sentence carries a British or American Accent:

- |  |     |
|--|-----|
| i) Indian writers /raɪdərz/ wrote on Nationalism.                  | ( ) |
| ii) Having a bath /bɑ:θ/ is very difficult for lazy people.        | ( ) |
| iii) Washing /wɑ:ʃɪŋ / clothes isn't that easy for hostellers.     | ( ) |
| iv) An Advertisement /əd'vɜ:tɪsmənt / helps in publicity.          | ( ) |
| v) Hip-hop to any tune /tu:n/ are important in radio broadcasting. | ( ) |

05 L3

**Unit – II**

a) Interpret the term 'Communication'. How does it take place?

10 L2

b) Analyze the reasons for break in communication with examples.

05 L4

c) Identify the essentials of effective communication or qualities of a good communicator?

05 L1

d) Describe the barriers to communication. Also support your understanding with examples.

10 L2

e) Explain Spoken Communication and Written Communication.

05 L2

f) Turn each of the following into polite requests:

- |  |
|--|
| i) Give way for the visiting committee. (Teacher to a student)         |
| ii) Know the status of your fees payment. (To the Cashier)             |
| iii) Borrow this book for the presentation. (Student to the Librarian) |
| iv) Submit the assignment tomorrow. (To your teacher)                  |
| v) Draft a letter for me. (Senior colleague to Junior colleague)       |

05 L3



SEE – November – December 2018  
Unit – III

- a) Write an essay in 500 words on the following topic:  
*Nature and Technology.*
- b) Refute the following statement:  
Ancient India was far more civilized than modern India with its satellites in space.
- c) Fill in the blanks with appropriate linkers given below and rewrite the completed sentences.  
(so, moreover, nevertheless, because, therefore, in spite of)
- I had to wait \_\_\_\_\_\* was raining.
  - Rohan did not perform well in the exam; \_\_\_\_\_, he got a distinction in English.
  - It is very hot today; \_\_\_\_\_, there is a power outage.
  - He gave a hundred rupee note to a beggar, \_\_\_\_\_, I think he is very rich.
  - There is a procession today; \_\_\_\_\_, they diverted the traffic.

10 L2 5 2,3, 6,12

05 L2 5 2,3, 6,12

05 L1 5 2,3, 6,12

10 L2 5 2,3, 6,12

05 L2 5 2,3, 6,12

05 L1 5 2,3, 6,12

Bloom's Taxonomy, L\* Level; CO\* Course Outcome; PO\* Program Outcome

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SEE – November – December 2018

18HU105

5. a) The term 'Nano satellite or 'Nano Sat' is usually applied to the name of an artificial satellite with a wet mass between 1 and 10 kg. Again designs and proposed designs of the types usually have multiple nano satellites working together or in formation (sometimes the term 'swarm' is applied). Nano satellites are artificial satellites of low mass and size, usually under 500kg. One reason for miniaturizing satellite is to reduce the cost. They can also be launched 'piggyback', using excess capacity on larger launch vehicles. Miniaturized satellites allow for cheaper design as well as ease of mass production. Few satellites other than 'Communications constellations' have been mass produced in practice that are used to cover the globe. Secondly, it gives the opportunity to enable missions that a larger satellite could not accomplish, such as constellations for low data rate communications; using formations to gather data and university related research.

- i) Write two advantages of miniaturized satellites.  
 ii) Substitute 'A group of stars forming a recognizable pattern' with one word from the passage.  
 iii) Why is the launch of Nano Sat considered 'Piggyback'?  
 iv) Find the antonym of the word *dearth* from the passage.
- b) Write a precis of the above passage.

- c) What are the advantages of De Bono's 'Six Thinking Hats'?

- d) Explain the line "HOW DARK...I had not misheard...ARE YOU LIGHT."

6. a) Rewrite the following sentences as directed:

Insert appropriate prepositions.

- a. She invited me \_\_\_\_\_ dinner.  
 b. She was a famous beauty \_\_\_\_\_ her day.  
 c. The thief ran \_\_\_\_\_ full speed.

Add appropriate Articles.

- d. She is also \_\_\_\_\_ heir to my property.  
 e. This is \_\_\_\_\_ useful book.

- f. \_\_\_\_\_ First World War broke out in 1914.

Fill in the blanks with correct forms of the verb in the brackets.

- g. I discovered that Shanti \_\_\_\_\_ (be) innocent.  
 h. She \_\_\_\_\_ (live) in a village for a year.

Add appropriate question tags.

- i. Anna has a brand new car.  
 j. Let's finish the work.

- b) Explain the seriousness in Narayan's statement "Headache is essential for maintaining human relationship in working order."

- c) Elucidate the line "Was this due payment for some vicious crime a former life had led to?"



# NMAM INSTITUTE OF TECHNOLOGY, NITTE

(An Autonomous Institution affiliated to VTU, Belagavi)

First Semester B.E. (Credit System) Degree Examinations

November - December 2018

18HU105 - ENGLISH AND COMMUNICATION SKILLS

Duration: 3 Hours

Max. Marks: 100

- Note: 1) Q.1 in Unit I and Q.4 in Unit II are compulsory.  
2) Answer Q.2 or Q.3 in Unit I  
3) Answer Q.5 or Q.6 in Unit II  
4) Answer Q.7 or Q.8 in Unit III

## Unit - I

	Marks	BT*	CO*	PO*
a) Transcribe the following words into IPA and mark the Primary Stress (I-V) and transcribe the words from IPA into English (VI-X). i) Thorn ii) Rehearse iii) Woman iv) Water v) Diagram vi) /tɜ:n/ vii) /fʌn/ viii) /reɪs/ ix) /ɑ:t/ x) /nəʊ/	05	L*3	1	12
b) Define word stress. Discuss any four rules of word stress with examples.	05	L2	1	12
c) Grammatical words do have their 'strong forms' as well as 'weak forms' in English. Elucidate.	05	L2	1	12
d) Write a note on the sounds in IPA.	05	L1	1	12
a) How is spoken communication different from written communication?	05	L1	2	9,11
b) Give some reasons for barriers in communication process.	05	L2	2	9,11
c) State the stages of a telephone call with a few phrases and responses to each stage.	05	L2	4	2,5,11
d) Explain with examples the differences between business and personal calls.	05	L2	4	2,5,11
a) Enumerate the qualities of a good communicator.	05	L1	2	9,11
b) List out some expressions used to formally and informally introduce oneself and others.	05	L2	2	9,11
c) Recall your understanding by the term telephone etiquette? Give some examples of common telephone manners.	05	L1	4	2,5,11
d) Discuss what you need to do when you listen to instructions on the phone.	05	L3	4	2,5,11

## Unit - II

a) Write a letter of job application for the post of a Software Developer in Infosys. Attach resume.	10	L2	5	2,3, 6,12
b) What are things to be kept in mind when delivering a welcome speech?	05	L1	5	2,3, 6,12
c) Draft a welcome speech to be delivered during the inauguration of the Students' Club in your College in the presence of Principal, Vice-Principal and Registrar.	05	L3	5	2,3, 6,12