



## SEM 1 – 5 (RC)

F.E. (Semester – I) Examination, May 2010

### COMMUNICATION SKILLS

(Revised in 2007-08 Course)

Duration: 3 Hours

Total Marks: 100

- Instructions:**
- 1) Attempt any five questions in all.
  - 2) It is compulsory to answer at least one question from each Module.
  - 3) Last question may be answered from any Module.
  - 4) Figures to the right indicate marks.

#### MODULE – I

1. a) Do as directed :

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- 1) Jaya \_\_\_\_\_ an errand for her mother. (Use present perfect form of the verb 'run')
- 2) The two pals went \_\_\_\_\_ the theatre together. (Insert preposition)
- 3) The thief produced his passport without hesitation. (Change to Negative)
- 4) This is his most rewarding book. He is not excited about it. (Join using Conjunction)
- 5) Helen is the most intelligent of all the students. (Change to Positive Degree)
- 6) Dave gave me a wonderful book. (Change to Passive Voice)
- 7) Only the main stem and two thin branches remained. (Make it Negative)
- 8) His second leap was higher than any other athlete. (Change to superlative degree)
- 9) A cold fear gripped us. (Change to Passive Voice)
- 10) The Manager promised his junior a rise if he proved to be reliable. (Rewrite in Direct Speech)
- 11) Joe is better than many other students in Mathematics. (Change to Superlative Degree)
- 12) The Crusaders \_\_\_\_\_ the method of silence to win over confidence. (Use the Past Perfect form of the verb 'adopt')

P.T.O.





b) Read the passage and answer the following questions :

Like most technical words in the English language the word Communication is derived from Latin. In Latin the word *Communicare* means to make common, to transmit to impart. For the purpose of our study all three meanings of the word are valuable, but it is advisable to concentrate on the idea of 'to make common', as this notion of 'sharing' something between two persons or groups of people is most helpful in the study of Business Communication.

When a message is sent out it becomes communication only when it is understood, acknowledged, reacted or replied to by the receiving party. A radio message beamed to Mars does not become communication unless there is a person there who receives and understands the message. Similarly a person talking in Marathi to another person who only understands Tamil cannot be said to be communicating, when the Marathi speaking person, however, shakes hands with the Tamil speaking person he is said to be communicating for the gesture of friendship is expressed and acknowledged; only it is communication by gesture and not by words. This brings us to the next aspect of the word 'Communication', namely, that communication need not be by words (written or spoken) only but can be by actions, gesture, secret codes, signals, facial expressions and even by silence. It may even be unconscious or accidental.

i) What meanings of the word 'Communication' are helpful for the study of Business Communication ?

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ii) Find words or phrases in the passage which mean the following :

3

a) connected with a special art or science

b) focus attention on

c) pass or hand on

d) sign or token

e) system of secret signs or writing

f) happening unexpectedly.

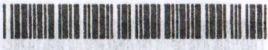
iii) What examples does the writer give to support his argument that there is communication only when the message is understood, acknowledged and reacted or replied to ?

2

iv) Give a suitable title to the passage.

1





2. a) Change the following into **indirect** speech :

10

Reporter : Mr. Prime Minister, may I draw your attention to the recent developments in Iran. Great changes have taken place in the political set-up there.

Minister : We are watching the developments there and waiting for the country to settle down.

Reporter : Now, India has certain contracts and agreements with that country. We get oil from there and we have many joint projects.

Minister : I don't think there is any reason to panic. Mutual understanding between us is the most important factor. Let's wait and watch.

Reporter : How does your government view these events ? What will be their likely impact on India ?

Minister : It is our hope that our close economic ties with Iran will continue, whatever the government.

b) Select the appropriate alternative which means the same as the underlined word : 10

1) The use of bullock carts is a superannuated mode of transportation.

a) cheaper

b) obsolete

c) quicker

d) rural

2) The nexus between the Punjab militants and the J & K terrorists has been established.

a) fight

b) rivalry

c) connection

d) internal strife

3) Jogging is considered an antidote to mental stress.

a) poisonous

b) remedy

c) equivalent

d) dangerous

4) They have connived to alert the police to the possibility of a bomb blast.

a) helped

b) conspires

c) forced

d) tried





5) It was his magnanimity to overlook such rude remarks.

- a) weakness
- b) generosity
- c) judgement
- d) greatest fault

6) I have read an excerpt from his recent book.

- a) review
- b) assessment
- c) page
- d) extract

7) He has become a millionaire by devious means.

- a) steady
- b) dishonest
- c) skillful
- d) endless

8) Industrialists have lobbied heavily against the government's policy.

- a) stormed
- b) criticized
- c) persuaded
- d) cautioned

9) The professional qualification of the candidate was a paramount value.

- a) advantageous
- b) foremost
- c) equal
- d) little

10) A sumptuous dinner was served after the meeting.

- a) expensive
- b) lavish
- c) indigestible
- d) very light

#### MODULE – II

3. a) Make a **précis** of the following passage and suggest a suitable title for the same : 10

Darwin planned to write a book describing his discoveries. He spent nearly twenty years collecting the matter for his book, which was to deal with every known fact concerning the problem of species. Unluckily for Darwin, a naturalist named Wallace had been thinking over the same problems and had reached the same solution. He sent Darwin an essay which almost word to word repeated Darwin's own ideas. Yet Wallace, who was an explorer, had been working far away in the Malay Archipelago, whilst Darwin had not left England for several years. The two naturalists decided not to quarrel for first place, and their discovery was published under both their names. Afterwards Wallace yielded the leadership





to Darwin, in whom he recognized a greater naturalist than himself. In 1859 Darwin published the book he had planned for so many years. It was called *The Origin of the Species*. Never had a scientist, with one book, caused such a stir in the world as Darwin did with *The Origin of the Species*. His ideas, the fruit of many years of the patient thought and duty, were attacked by learned and ignorant alike. He was called a madman, a deceiver, and anti-Christian. Long and bitter quarrels arose, and most religious people of that time attacked him. They accused him of trying to destroy religion and morals completely, though Darwin, of course, had no such intention (233 words).

- b) Draft an **instruction manual** for operating/assembling any **one** product. Provide special instructions on maintaining the product. 10

4. a) Write a **report** on the recently held fun week in DK College of Engineering. Provide information on the events held and give recommendations for changes and inclusion of other activities for the next year's event. Assume that you are a student member and submit the report to the chairperson of the cultural committee of the college. You are Karan/Kareena Fernandes. (Use the letter format) 12

- b) Describe **any one** object from your environment. 8

OR

- c) Describe **any one** of the following object : 8

i) Battery

ii) Mobile phone.

### MODULE – III

5. a) Draft an **application letter** and **Resume** as Joe/Jolly Dias for the position of Assistant Web Master.

Requirement : Mastery of HTML coding, website and graphic design, excellent writing skills and ability to effectively manage multiple projects. (7+5)

Invent the necessary details required for the letter.

- b) Draft a reprimand **memo** warning an employee of your organization on account of frequent absenteeism and poor quality of work. 8

OR

- c) Prepare a **memo** for circulation to all employees of your organization announcing a change in the working hours and explaining the reasons for the change. 8





6. a) As the Manager of a Hotel in Delhi, write a letter to the General Manager of Fine Bone China Glassware, Gandhi Road, Delhi, telling him that most of the contents of the crockery cases of a fine bone Chine, which you ordered were found broken.
- i) Write a claim letter asking for a suitable mode of compensation. 6
- ii) Draft a suitable reply suggesting a mode adjustment. 6
- b) Write **two different** applications to the head of your institution requesting **any two** of the following : 8
- 1) Bonafide Certificate
  - 2) Duplicate Marksheet
  - 3) Rectifying the error in the name printed on the marksheet
  - 4) Provisional Marksheet.
- MODULE – IV**
7. a) Elaborate on the different principles of effective Communication. 10
- b) Explain any five barriers to Communication. 10
8. a) Write short notes on : (6+6)
- i) Effective listening
  - ii) Preparing and appearing for a job interview.
- b) Write your own **arguments** (either for or against) to justify **any one** of the following statements : 8
- 1) Can India be a global leader in information technology ?
  - 2) Mobile phones are merely a status symbol and nuisance to society ?