

End Term Examination  
(CBCS)(SUBJECTIVE TYPE)(Offline)  
Course Name:<B.Tech>, Semester:<1<sup>st</sup>>  
(August- December 2024)

Subject Code: HMC 101		Subject: Communication Skills
Time :3 Hours		Maximum Marks :60
Note:Q. 1 is compulsory. Attempt one question each from the Units I, II, III & IV.		
Q1	Write Notes on the Following:	(5*4=20)
	(a) Applying 7Cs in writing a formal email to a colleague.	
	(b) Brief overview of Proxemics and Chronemics, including relevant examples to illustrate each concept.	
	(c) Points to keep in mind while delivering a presentation	
	(d) Difference between Formal and Informal Writing	
UNIT-I		
Q2	Define interpersonal and intrapersonal barriers. What strategies can help overcome intrapersonal barriers, and how do these differ from strategies for addressing interpersonal barriers?	(10)
Q3	In what ways can insensitive language contribute to ethical breaches in digital communication (e.g., social media, emails)? Discuss how the principles of ethical communication can be applied to promote language sensitivity in online interactions.	(10)
UNIT-II		
Q4	Discuss the importance of listening skills in effective communication. What are the common barriers to active listening, and how can someone overcome them? Provide examples to support your answers.	(10)
Q5	Discuss the importance of telephone etiquette in maintaining professional communication. Provide examples of good and bad telephone etiquette to support your answer.	(10)
UNIT-III		
Q6	Imagine you are applying for the <u>Junior Software Developer</u> position at <u>TechNext Innovations Pvt. Ltd.</u> , a leading IT company looking for candidates with strong problem-solving skills, proficiency in Java and Python, and the ability to work well in teams.  Draft and enclose a <i>professional resume</i> and write a formal cover letter addressed to Mr. Anil Sharma, the hiring manager, highlighting your <b>relevant skills, experience, and enthusiasm</b> for the role.	(10)
Q7	Discuss the essential strategies for succeeding in a GD. What do you think are the common reasons because of which candidates fail to make an impact in Group Discussions and how can one overcome these challenges?	(10)
UNIT-IV		
Q8	Imagine you are a purchase officer at IGDTUW, Delhi, and you need to write a Letter of enquiry to Samsung India regarding the availability, pricing, discount and features of smart TVs suitable for educational purposes at your institution. Write this letter keeping all key points in mind to ensure your letter is clear, professional, and covers all necessary details?	(10)
Q9	Write 4 paragraphs of 5 sentences each on the topic <i>How Cinema Impacts the Youth</i> keeping in mind the nuances of effective Paragraph writing. Underline the topic and conclusion sentences.	(10)