

**B. E. First Semester (All)/SoE – 2018 – 19 Examination**

**Course Code : GE 2107**

**Course Name : Communication Skills**

Time : 3 Hours / 4 Hours ]

[ Max. Marks : 60

**Instructions to Candidates :—**

- (1) All questions are compulsory.
- (2) All questions carry marks as indicated.
- (3) Due credit will be given to neatness and adequate dimensions.
- (4) Assume suitable data wherever necessary.
- (5) Illustrate your answers wherever necessary with the help of neat sketches.

**1. Solve A or B :—**

- (A1) Define channel noise with apt examples. 2
- (A2) What are the essentials of effective communication, explain with the help of a diagram ? 3
- (A3) Elaborate the variety of patterns that emerge when communication combines through vertical and horizontal channels. 5

**OR**

- (B1) What is communication ? State the difference between general and technical communication. 2
- (B2) Explain the lateral and cross-wise flow of communication with appropriate examples and diagram. 3
- (B3) Explain the barriers that arise due to the structure and complexity of the protocol followed by the organization. 5

**2. Solve A or B :—**

- (A1) Draw a neat diagram of organs of speech with appropriate labeling. 2
- (A2) Write **three words each** for the given symbols :  
(a) / θ / (b) / ∫ / 3
- (A3) Elaborate in detail the Phonatory System. 5

**OR**

- (B1) Write the phonetic Transcription of the given words :  
(i) Queue (ii) Age. 2
- (B2) Explain the articulation of Palato – Alveolar sounds. 3
- (B3) Briefly explain the Respiratory system. 5

3. Solve **A** or **B** :—

- (A1) What is comprehensive listening ? Give one example. 2
- (A2) How chronemics differ from person to person ? Explain it with example. 3
- (A3) Explain three major parts of organizing contents. 5

**OR**

- (B1) State the advantages and disadvantages of extemporaneous mode of delivery. 2
- (B2) Explain the five basic facial expressions. 3
- (B3) Explain the nuances of space as described by Edward T.Hall. 5

4. Solve **A** or **B** :—

- (A1) Write short notes on :  
(i) Mental Agility (ii) Career Objective. 2
- (A2) What are the three types of telephone interview ? 3
- (A3) What are the three basic steps in the process of interview ? 5

**OR**

- (B1) Briefly explain the technique you would apply to overcome nervousness during an interview. 2
- (B2) What is the aim of dump questions ? Give any two examples. 3
- (B3) What are the expectations of an employer from a candidate at the time of interview. 5

5. Solve **A** or **B** :—

- (A1) Explain the different types of leaders. 2
- (A2) State the reason for poor reading comprehension skills. 3
- (A3) How is meeting an important facet of corporate life ? Explain any five procedure of a meeting. 5

**OR**

- (B1) Explain the difference between team and group. 2
- (B2) Explain the characteristics and different evaluation components of GD as a part of selection process. 3
- (B3) The Board of Directors of Bharti Steel Ltd., MIDC, Nagpur, held its sixth meeting of the year on 23<sup>rd</sup> April 2017 at 11.00 a. m. in board room. The agenda was as follow :—
- Decrease in the sales in the current year leading to losses.
  - Expansion of the annual capacity from 3 lakh tons to 5 lakh tons of steel.
  - Minutes of previous meeting.
  - Deputation of three mechanical engineer to USA for a six month tanning programme under Indo–us technical collaboration programme.
  - Improvement in the housing facilities for employees.
  - Any other matter with the permission of the chair.

Arrange the agenda items in proper sequence and write the minutes of the meeting. 5

6. Solve **A** or **B** :—

- (A1) What is a report ? State its objectives. 2
- (A2) Mention the characteristics of a report. 3
- (A3) Describe the Heading Segment of Memo and show it in graphical representation. 5

**OR**

- (B1) Explain any 4 email etiquettes in detail. 2
- (B2) What are the ways in which you would organize the material of your report ? 3
- (B3) As the Sales Manager of the company, draft a reply which has to be sent in the form of **an email** to three customers who have complains about your product. Invent necessary detail. 5