

[Total No. of Questions - 5] [Total No. of Printed Pages - 4]
(2064)

14602

B. Tech 2nd Semester Examination

Communication & Professional Skills in English (N.S.)

HS-102

Time : 3 Hours

Max. Marks : 100

The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note : Attempt five questions, one question from each section A, B, C and D. Section E is Compulsory.

SECTION - A

1. (a) What is SWOT Analysis? What are its components?(10)
- (b) What are the Barriers to Communication? How does language act as a barrier to effective communication?
(10)

OR

- (a) Define Kinesics. Discuss the importance of eyes in various forms of oral communication. (10)
- (b) How is listening different from hearing? How can we overcome the barriers to listening? (10)

SECTION - B

2. (a) What is meant by the process of revising & editing the draft? How is revision different from editing? (10)
- (b) Explain the planning phase of a business letter. (10)

OR

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- (a) How is verbosity a hinderance in writing skills? How do you differentiate it from good vocabulary? (10)
- (b) Write a paragraph on "Value of Discipline" in business world. (10)

SECTION - C

- 3. (a) What are the factors that affect the style of reading? What is the role of memory and retention in reading? (10)
- (b) What are the requisites of an effective precis writing? (10)

OR

- (a) Write down the precis of the given passage and also answer the questions appended below:

We know that Edison was an inventor of great ability but he was not a very good businessman & that he cared little for money. He did not keep account books but had two big books in his office: On one of them he stuck the bills he owed and on the other the bills owed to him. Invention is a very expensive business and he often had to borrow money from the bank. He paid the bills when he could but sometimes they fell due at an inconvenient time and then he used to send a note promising & pay them at a later stage. Still everyone trusted this man for they knew him to be honest. At last he decided to employ a book-keeper to keep his accounts in order. It took the man three months to get through the bills on the books and he declared that they showed five hundred dollars profit; but later he found records in other places and said that they showed a loss of five hundred dollars. His experience of the difficulties of the book-keeper taught Edison a lesson. For the future he only counted as profit any money that remained in the bank after he had paid all his bills. (10)

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- (b) Read the above passage and answer the questions that follow:
- (1) Edison was a great inventor but he had a weakness. What was it?
 - (2) Edison stuck two kinds of bills in two big books. Which were these bills and why did he keep them separately?
 - (3) Why had Edison often to borrow money?
 - (4) What did Edison do, when he failed to pay a bill in time?
 - (5) What did the experience of having a book-keeper teach Edison? (10)

SECTION - D

4. (a) Discuss the characteristics and objectives of a good report. (10)
- (b) Define an office order. How does it differ from a circular? (10)

OR

- (a) "Poise is an important skill of group discussion." Explain. (10)
- (b) What is a personal resume? What is its significance in business writing? (10)

SECTION - E (Compulsory) (20 Marks)

5. (1) Write short notes on: (4×2=8)
- (a) Diphthongs (b) Syllable (c) Rising & falling intonation
(d) Grapevine communication

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- (2) Do as directed: (5 Marks)
1. Politics are a dirty game. (Correct it)
 2. He is _____ American but his wife is _____ European. (Supply correct Articles)
 3. A person who does not believe in God. _____
 4. He _____ (visiting) us tomorrow.
3. What does the abbreviation. (2)
- CV & WHO stand for?
4. Change the narration.
- (a) He said, "I am trying to write a book on civilization". (2)
5. Change the voice.
- (a) Quinine tastes bitter. (2)
6. Correct the sentence.
- (a) The size of the buildings were impressive. (1)