

# KADI SARVA VISHWAVIDYALAYA

B.E. SEMESTER I/II EXAMINATION (JUNE, 2023)

SUBJECT CODE: CC106-N SUBJECT NAME: Business Communication and Presentation Skills

DATE: 27/06/2023 TIME: 3 hours

TOTAL MARKS: 70

## Instructions:

1. Answer each section in separate Answer Sheet.
2. Use of scientific Calculator is permitted.
3. All questions are compulsory.
4. Indicate **clearly**, the options you attempted along with its respective question number.
5. Use the last page of main supplementary for rough work.

## SECTION - I

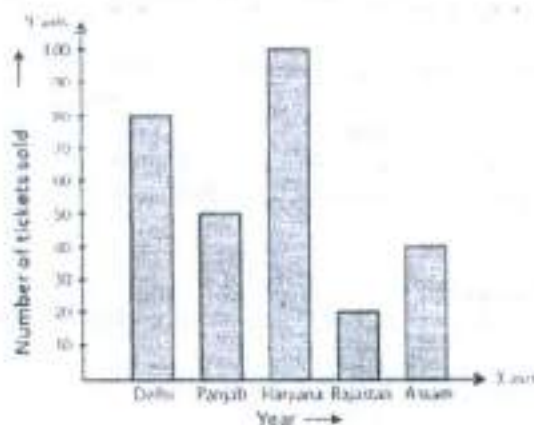
- Q:1 Answer the following questions:**
- |  |      |
|--|------|
| A. Which are the purposes of communication? Explain Communication Cycle with all elements.                                   | (05) |
| B. What are the personality traits GD tries to gauge? Point out 'Things to Do' & 'Things Not to Do' during Group Discussion. | (05) |
| C. Why presentation skill is important? Describe the 4 P's of Presentation.  | (05) |
- OR**
- |  |      |
|--|------|
| C. Define: Grapevine, Technical and General communication. What is the difference between Technical and General communication? | (05) |
|--|------|
- Q:2 Answer the following questions:**
- |  |      |
|--|------|
| A. Which are the types of Listening? Discuss in detail strategies to improve the listening skills. | (05) |
| B. Make a list of barriers to effective communication. Describe in detail any three barriers.      | (05) |
- OR**
- |  |      |
|--|------|
| A. Discuss the essentiality of body language. Explain in detail Kinesics.                          | (05) |
| B. Write down the benefits and drawbacks of social networking platforms in business communication. | (05) |
- Q:3 Answer the following questions:**
- |  |      |
|--|------|
| A. Define: Skimming, Scanning. What is the difference between Intensive reading and Extensive reading? | (05) |
| B. Discuss all the tips to improve English Speaking Skills.  | (05) |
- OR**
- |  |      |
|--|------|
| A. Write down the advantages and disadvantages of email.                         | (05) |
| B. What is Group Discussion? Define all types of Group Discussion with examples. | (05) |

## SECTION - 2

- Q:4 Answer the following questions:** **Marks (05)**
- A. You are Virash Pandit, the President of Lions Club Jamnagar. Write an email to the members of the club inviting them to participate in the cleanliness drive to be launched in next week. Explain them the essentiality of cleanliness in city. Inform them about Time, Date and Place for the Drive. Discuss about the allocation of responsibilities to members for each area and supply of tools and equipments for the same. **(05)**
- B. You are Harry, living in London. Now you are at Airport desk to make an inquiry to the counter person Ms. Ginny as you want to buy an air ticket for Vienna. Develop the dialogues including: introductions of both, asking about availability and connectivity of flight, airfare, window or aisle seat, checking in baggage, boarding pass and arrival gate and terminal. **(05)**
- C. You are Achal Shah, working as a General Manager at Meghmani Engineering Ltd., Phase-II, GIDC, Vatva, Ahmadabad. Your company needs 150 mobiles, 70 CCTV Cameras, and 100 Desktops for your employees. Write an order letter to The purchase officer, working at Novex Exporters Limited, 20A Feroze Shah Marg, Delhi-110001. **(05)**

**OR**

- C. What is the five steps process of listening? Describe the differences between hearing and listening. **(05)**
- Q:5 Answer the following questions:**
- A. TATA Consultancy Services, Near Infocity, Gandhinagar, Gujrat has got published an advertisement regarding vacancy in "The Indian Express" dated 7<sup>th</sup> June 2023. There is requirement for junior computer Engineers. Apply for the post. **(05)**
- B. Answer the following questions based on the data in the bar graph. **(05)**



- What is the information given by the bar graph?
- How many tickets of Assam State Lottery were sold by the agent??
- Of which state, were the maximum number of tickets sold??

4. State whether true or false. The maximum number of tickets sold is three times the minimum number of tickets sold.

5. Of which state was the minimum number of tickets sold?

**OR**

- A. You met with a small accident and have got your leg muscle sprained. The doctor has advised you to take rest for 6 days. So you are not able to come to the college. Write a Leave Application to your Class mentor describing the reason. Give an assurance to complete all the college work related to exam, submission and viva as soon as you rejoin the college. (05)
- B. Describe the tips for good presentation. Make a list of aids which can be used while delivering a presentation. (05)

**Q:6 Answer the following questions:**

- A. Use the words and create your own sentences: (05)  
1. plain/plane 2. Road/rode 3. Be/bee 4. Passed/past 5. Threw/ through
- B. Define with examples: Intrapersonal, Interpersonal and Extra personal Communication. What is the difference between Intrapersonal and Etrapersonal Communication? (05)

**OR**

- A. State the below sentences are True or False: (05)  
1. If the laptop that is used for communication stops working is known as mechanical barrier.  
2. Grapevine is formal communication inside the organization.  
3. Verbal communication should be always supported by non verbal communication..  
4. Proxemics means communication with the use of time..  
5. Email is the most formal and popular form of business communication..
- B. What is the SQ3R reading strategy? Explain in detail all five steps of it. (05)

**--- ALL THE BEST ---**



# KADI SARVA VISHWAVIDYALAYA

## B.E. SEMESTER I/II EXAMINATION (JAN., 2023)

SUBJECT CODE: CC106-N SUBJECT NAME: Business Communication and Presentation Skills

DATE: 30/01/2023

TIME: 10 am to 1 pm

TOTAL MARKS: 70

### Instructions:

1. Answer each section in separate Answer Sheet.
2. Use of scientific Calculator is permitted.
3. All questions are compulsory.
4. Indicate **clearly**, the options you attempted along with its respective question number.
5. Use the last page of main supplementary for rough work.

### SECTION - I

- Q:1 Answer the following questions:** **Marks**
- A. What is Communication? Explain Communication Cycle with all elements. (05)
- B. What is Group Discussion? Define all types of Group Discussion with examples. (05)
- C. What is Miscommunication? Which are the types of barriers to effective communication? Explain any four barriers. (05)
- OR**
- C. Define with examples: Intrapersonal, Interpersonal, Extra personal communication. (05)
- What is the difference between Extra and Intra personal communication?
- Q:2 Answer the following questions:** **Marks**
- A. Which are the audio – video signals of Nonverbal communication? Explain the types of Nonverbal communication: Kinesics, Proxemics, Paralanguage (05)
- B. Point out any four tips for good presentation. Describe the 4 P's of Presentation. (05)
- OR**
- A. Point out all types of listening. What is the difference between listening and hearing? (05)
- B. Define: Email. Write down the advantages & disadvantages of Email. (05)
- Q:3 Answer the following questions:** **Marks**
- A. Write down 10 tips to improve your English speaking skill. (05)
- B. Which are the four types of reading? Interpret all types with examples. (05)
- OR**
- A. Which are the objectives of communication? What is the need for effective communication? (05)
- B. Point out 'Things to Do' & 'Things Not to Do' during Group Discussion. (05)

## SECTION - 2

**Q:4 Answer the following questions:**

**Marks  
(05)**

- A. You are Akash Bhatt, a 1<sup>st</sup> year student of Bachelor of Engineering. You are the Class monitor of your branch. Your college has organized a technical event. Your classmate wish to participate in different competitions, cultural activities of the event. A meeting has been arranged to discuss: Date & theme of the event, rules of different competitions, the registration process, online/offline mode to participate, fees for registration, prizes for winners, food& accommodation facility for participants. Write an email containing all points to inform a classmate, Param Parikh.
- B. You are Aarohi, basically from Rajkot, living in a hostel of your college at Ahmedabad, studying in Engineering. A student named Alexa, from Spain is going to share the same room in hostel with you. Develop a dialogue including: introductions of both, giving a quick tour of the room and nearby amenities, asking questions about each other's university courses, eligibility criteria, different competitive exams, career options after 12<sup>th</sup> & engineering.
- C. You are KalpitPancholi, Manager, working at Larson & Turbo Ltd, N.M.Marg, Ballard Estate, Mumbai, Maharashtra - 300002. Your company needs 100 mobiles & 100 computers for your employees. Write a letter to a sales manager of DesignDen Technologies Pvt. Ltd., Ground Floor, Kabir Complex, Near Reliance Circle, Muninagar, Ahmedabad, Gujarat - 405060 asking detailed quotation with features of the devices.

**OR**

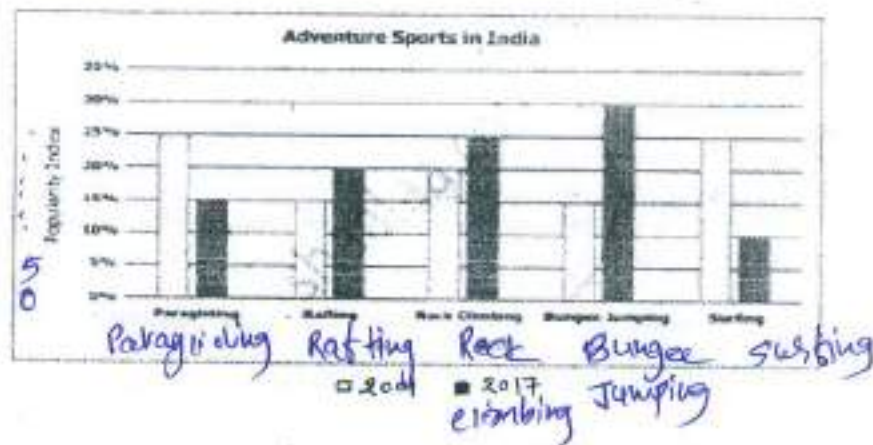
- C. Which are the barriers of Listening? Elaborate in detail.

**(05)**

**Q:5 Answer the following questions:**

- A. You had achieved Bachelor's & Master's Degree in Engineering. You have 5 years of experience as well. Now, for professional growth, you wish to apply in a renowned multinational company. Write a job application of your own as an engineer.
- B. Answer the following questions based on the data in the bar graph.

**(05)**



1. Which is the most popular adventure sports in 2017?
2. Which are two adventure sports equally & most popular in 2001?
3. Which adventure sports in 2017 is as popular as paragliding and surfing in 2001?
4. Which is the least popular adventure sports in 2017?
5. Which two adventure sports of 2001 are as popular as paragliding in 2017?

**OR**

- A. Due to a social function of your family, you are not able to come to the college. Write a Leave Application to your subject faculty describing the reason. Give an assurance to complete all the college work related to exam, submission and viva as soon as you rejoin the college. (05)
- B. What is Mass communication? Describe the functions of Mass Media. (05)

**Q:6**

**Answer the following questions:**

- A. Use the words and create your own sentences: (05)  
1. plain/plane 2. Road/rode 3. Be/bee 4. Passed/past 5. Threw/ through
- B. Define: Technical communication. What is the difference between Technical & General communication? (05)

**OR**

- A. State the below sentences are True or False: (05)  
1. A student worrying about an incomplete assignment is considered as internal noise.  
2. Upward communication never faces any barriers with lower level employees.  
3. Asking questions or rephrasing shows active listening.  
4. Feedback is only essential in the case of written communication.  
5. Most oral communication is informal.
- B. What is the difference between Active & Passive Listening? Point out few suggestions to improve your Active Listening Skills. (05)

**— ALL THE BEST —**



# KADI SARVA VISHWAVIDYALAYA

## B.E. SEMESTER I/II EXAMINATION (FEB., 2022)

SUBJECT CODE: CC106-N SUBJECT NAME: Business Communication and Presentation Skills

DATE: 19/02/2022

TIME: 12:30 p.m. to 3:30 p.m.

TOTAL MARKS: 70

### Instructions:

1. Answer each section in separate Answer Sheet.
2. Use of scientific Calculator is permitted.
3. All questions are compulsory.
4. Indicate clearly, the options you attempted along with its respective question number.
5. Use the last page of main supplementary for rough work.

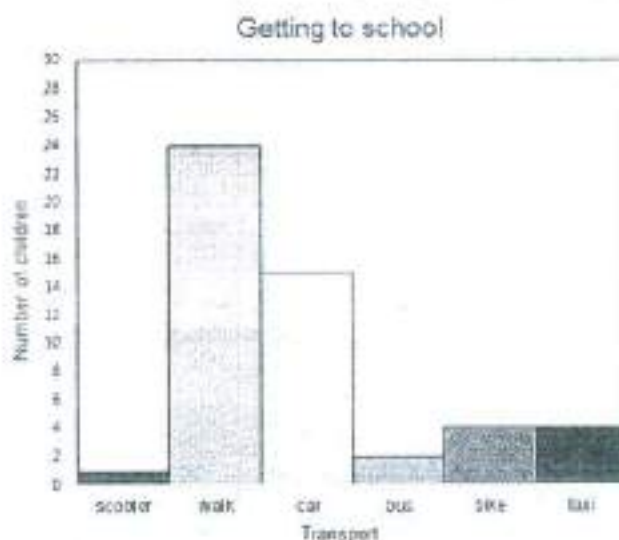
### SECTION - I

- Q:1 Answer the following questions:**
- |  |      |
|--|------|
| A. What is communication? Which are the levels of communication? Explain any three levels with relevant examples.        | (05) |
| B. What is group discussion? Which are the types of group discussion? Describe the types in depth.                       | (05) |
| C. What is miscommunication? Which are the barriers to effective communication? Elaborate any three barriers thoroughly. | (05) |
- OR**
- |  |      |
|--|------|
| C. What is the difference between group discussion and debate? | (05) |
|--|------|
- Q:2 Answer the following questions:**
- |   |      |
|---|------|
| A. Define non-verbal communication. Which are the types of it? Illustrate any one type with proper definition and examples. | (05) |
| B. What is the difference between listening and hearing?  | (05) |
- OR**
- |   |      |
|---|------|
| A. Which are the four essential stages to make the presentation more perfect and effective? Narrate the 4 P's of Presentation minutely. | (05) |
| B. What is the difference between General and technical communication?  | (05) |
- Q:3 Answer the following questions:**
- |   |      |
|---|------|
| A. Why do we listen? Which are the types of listening process? Depict all types with essential explanation. | (05) |
| B. Point out the benefits and drawbacks of social networking websites.                                      | (05) |
- OR**
- |  |      |
|--|------|
| A. Why is reading important? Which are the main types of it? Write a detailed note on all types. | (05) |
| B. Note down the tips to improve your English speaking skills.                                   | (05) |

## SECTION - 2

- Q:4**      **Answer the following questions:**      **Marks**
- A. Your college has organized an event of "Project Exhibition" of various departments. Few technical games, cultural program, photo booths will be provided for fun and entertainment. Few surprise prizes and gifts will be given to the audience for On-the Spot Games. As a Student Coordinator of your department, write an email to the students, Coordinators, HODs of the different colleges to invite, enjoy and participate in the event.      **(05)**
- B. Your cousin wish to take admission in a good branch of engineering. As you are already studying in BE I<sup>st</sup> Semester, guide your cousin for the admission procedure. Develop a dialogue between you and your cousin discussing the advantages, disadvantages and future scope of your own particular branch than the others.      **(05)**
- C. One of the technical devices which you had ordered from CUCUPIT.COM, an online store has arrived recently. It's a damaged piece. It's not working properly. The delivery of the order is also too late. The quality of the product is not up to the mark. Write a complain letter to the company.      **(05)**
- OR**
- C. There is a job vacancy for the post of "Project Management Officer" in Reliance Industries at Mumbai, India. A candidate with good academic results, sound knowledge of computers and communication skills is required for the said post. As a fresh engineer, write a Cover Letter to apply for the post.      **(05)**
- Q:5**      **Answer the following questions:**
- A. Larson & Turbo, an Indian multinational company is hiring fresh engineers for its various projects from construction, manufacturing, technology & financial services in 20 different cities of India. Candidates only with First Class Degree with the completion of 6 months of Internship Program can apply for the post. Create your job application to apply.      **(05)**
- B. Answer the following questions based on the data in the bar graph, 'Getting to school'.
1. What way do most children get to school?
  2. How many children travel this way?
  3. What way do fewest children get to school?
  4. How many children travel that way?
  5. Which forms of transport were used by less than ten children?





**OR**

- A. You are sick as having fever, cold and throat infection from the last few days. In a medical checkup, your test is found positive for Covid – 19. As a result, you have to stay in quarantine for 14 days. So, now you are not able to come to the college. Write a Leave Application to your mentor describing the health issues. Give an assurance to complete all the college work related to exam, submission and viva as soon as you rejoin the college. (05)
- B. Note down the advantages & disadvantages of Email. (05)

**Q:6 Answer the following questions:**

- A. Use the words and create your own sentences: (05)  
 1. flour/flower 2. dear/deer 3. loose/lose 4. threw/through 5. which/witch
- B. Which are the barriers of Listening Process? Mention all. Explain any three barriers in detail. (05)

**OR**

- A. State the below sentences are True or False: (05)  
 1. Idea is the subject matter of communication and this is the beginning.  
 2. Upward communication never faces any barriers with lower-level employees.  
 3. Asking questions or rephrasing shows active listening.  
 4. Paragraphs are comprised of random sentences.  
 5. When we speak, other people "read" our voices in addition to listening our words.
- B. After completing engineering, you have started your own company as an entrepreneur. Draw an advertisement to be published in "The Indian Express" regarding the inaugural function. Highlight all the products, services and facilities offered by it. Mention contact details, address and website of the company. (05)

---- ALL THE BEST ----