

SARDAR VALLABHBHAI PATEL INSTITUTE OF TECHNOLOGY, VASAD (041)



BE PROGRAMME

**COMMUNICATION SKILLS
(2110002)**

LAB MANUAL

SUBMITTED BY

NAME : _____
BRANCH : _____
ENR. NO : _____ **ID NO:** _____
YEAR : _____ **SEM :** _____

CERTIFICATE

This is to certify that Mr. / Miss _____

Enrolment no. _____ of programme First Year B.

E. Semester -II Branch _____ has satisfactorily completed
his/ her term work in code no **2110002** in course of **Communication**

Skills for the Term 20____ - _____



Staff in Charge

Date of Submission

Head of the Department

INDEX

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Syllabus for lab activities

1	Comprehension practice: - Bar/ pie/ Line graphs to be given by faculty to students then students have to develop the information given in graphs in the paragraph manner.
2	Picture description: - Any picture (landscape, location, maps etc...) would be selected by the students and has to describe the picture.
	Completion of Story: - Faculty has to narrate half portion of any story then ask the students to use their own imagination to conclude the story.
3	Book Review: - Each student will get an individual book from the list provided in the syllabus the students have to write review on particular book in prescribed format.
4	Presentation: - Students are divided in the group of 5 and given a topic on which they are suppose to make power point presentation and paste the hard copy of particular presentation in their manual.
5	Group Discussion: - Students will participate in the mock group discussion where teacher will provide them current issues based on politics, social, technical etc... (Note: Students have to write only the list of topics in their manual)
6	Telephonic Conversation: - Some little bit of theory and etiquettes to be taught to students. Then give them situations in which they have to talk on telephone.
7	Role Play: - Students will get a set topic in which they have to take part in the form of pair.
8	Phonetics – Spoken practice: - Introduction of Monophthongs, Diphthongs, and Consonant sounds.
9	Phonetics- Transcription/ Dictionary reading: - Transcription of words, sentences, and paragraphs.
10	Listening Practice: - Students will listen to the audio then answer the questions.

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a guide for writing. There are no margins, text, or other markings on the paper.

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Description of a Person: (Select any one person)

1. Include the following information for describing a person.

(a) Physical appearance: Tall /Short .Lean/Fat;

(b) Description of hair, nose, lips etc.,

(c) Attire

(d) Face: Round, Flat, Oval, Square etc.

[illegible]

"Marcus, it's time for you to get up!" my mom called as she pounded on my bedroom door. I looked at the clock on my dresser. It was six in the morning, and I was very grumpy. I stayed up late writing a book report last night and I did not go to sleep until midnight. "Okay Mom, I'll be out in a minute," I said. I got out of my bed and took a quick shower. I got dressed and packed my books into my backpack. "Marcus, you are going to be late!" Mom yelled up the stairs. "I'm coming!" I yelled back. I hurried down the stairs. Mom handed me a banana and a bagged lunch as I walked out the door. As I was walking to the bus stop, I spotted a green piece of paper ahead of me on the sidewalk. When I reached it, I picked it up and realized that it was a twenty dollar bill! I looked around to see if any of my neighbors were outside. There was no one in sight. I stuck the twenty dollar bill into my back pocket and ran to the bus stop. I got there just as the bus was arriving. I got on the bus and sat in the second-to-last seat with my friend James. "Hey, James. What's up?" I said. "Oh, nothing." James said sadly. "What's wrong?" I asked. "My mom gave me twenty dollars to buy the soccer ball I wanted" he said. "So...that's great!" I exclaimed. "Yeah, but I think I lost it. I can't find it anywhere." He replied.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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Topic: - 3. Write a Book Review on _____

- **Photo copy of front page of the book**

- Title of the book.

- Author's information

- Name of publication with year.

- Major Characters

- Minor Characters

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- Answers the following questions

Question: - 1. What are the strengths of the book, i.e., what contributions does the book make?

Answer: _____

Question: - 2. Why should a person read this book?

Answer: _____

Question: - 3. What did you learn from this book? Is the theme relevant today?

Answer: _____

Question: - 4. Share a favorite part of the book.

Answer: _____

Question: - 5. What alternative title would you choose for this book?

Answer: _____

Question: - 6. Did you feel that the book fulfilled your expectations? Were you disappointed? Why?

Answer: _____

[illegible][illegible]

Topic: - 4. Paste the power point presentation (4 slides per page)

Topic: - 5. List of topics for Group Discussion

- Position of Women in India compared to other nations.
- Is China better than India in software?
- India or west , which is the land of opportunities
- "BALANCE BETWEEN PROFESSIONALISM AND FAMILY"
- Effect of CINEMA/TV on Youth
- "Environment- Who's Responsibility".
- About Hockey being the primary game in India.
- What shall we do about our ever-increasing Population?
- Corruption is the price we pay for Democracy.
- Kaun Banega Krorapati is less about knowledge but more about money and personality.
- Public sector V/S private sector
- Our cricketers are not to blame for match fixing
- Do banning fashion shows and New Year parties save our culture?
- Nuclear war cannot be won and should not be fought.
- Advertising is a waste of resources.
- Higher education should be made possible only for those who can pay for it.
- Future of India.
- Age and Youth: Experience And Young Talent

[illegible]

Topic: - 6. Telephonic Conversation

Telephoning skills have become an integral part of our day to day lives. Today's Business Communication is solely centered on Telephonic skills .In telephonic conversation we rely on two things.....,

- A. Listening and concentrating on what we hear and so on..,
- B. The tone and words of voice of the caller/Receiver.

The element of concentration in telephonic talk is crucial why means.., when we are not aware of the pitch and intonation of the voice of the caller/Receiver through lacking merely concentration there will be a room for misunderstandings either in encoding or decoding, though we know the context. So that we need to have at least a little bit of care besides concentration while telephoning where the tone plays a vital role for adequate understandings between encoders and decoders. The following are the few principles of good Telephonic communication skills.

1. Identify yourself and your organization.
2. Be tactful.
3. Be helpful.
4. Give a greeting
5. Use appropriate questions to maintain control.
6. Keep people informed
7. In the case, the telephone gets cut off and conversation again started, don' show irritation nor discuss whose fault it was that we got cut off.

Never say :	Say :
"Hello"	The name of the firm, department or office.
"Who?"	"Who is speaking, please?"
"Who are you?"	"What is your name, please?"
"Who do you want?"	"Who do you wish to speak to?"
"He is out."	"I am sorry Mr. ...is not available. Can I help you?"
"He's not here"	"I am sorry Mr. ...is not available. Can I help you?"
"Hold on "	"Would you hold the line, please?"

Tone of the voice conveys the way we are feeling about the conversation, the caller or the way we feel on that particular day. One good way of making sure that we sound right is to smile while we are talking. Smiling relaxes the vocal chords and has a dramatic effect on the voice, instantly making us sound more friendly and relaxed.

TELEPHONE ETIQUETTE SKILLS

The Call Centers and Multi-National Companies normally expect the following telephone **etiquette** skills.

1. Telephone Talking Tips

- Speak slowly and clearly into the mouthpiece. Do not chew gum, eat, or drink while talking.

- Let your voice communicate that you are interested in the caller. Be friendly, but do not waste time.
- Get to the point of the call. Be a good listener and pay attention to the person on the other end of the line.
- Turn off background noise, if any. Remain calm during the conversation, even if the person on the other end is not.
- End the conversation with a courteous comment such as “Thank you or Good-bye”. Then replace the receiver softly.

2. When Placing a Call

- Identify yourself. (“Hello, this is Amit Goyal from Transoft Office.”)
- If you have several items to discuss, make a list before hand, so that you do not forget anything. Have all necessary information near you.
- If the persons you are calling sound busy, ask if you can call back at a more convenient time.
- If you want your call returned, give your name, your telephone number and a time when you can be reached.

3. When answering a call

- Try to answer the telephone by the second or third ring.
- Identify yourself and the organization that you represent.
- If the call needs to be transferred, politely ask who is calling and do not leave the caller on hold for long.
- Keep note-taking materials near your telephone. If you need to take a message, be complete and accurate.

Making a Phone Call

Conversation 1

Railway Enquiry Clerk (at Bangalore Station): Good morning, Railway Enquiry.

Mr. Panda: I’d like to know what trains there are for Hyderabad.

Enquiry Clerk: 86 Hyderabad and 127 Karnataka

Express **Mr. Panda:** What time do they leave Bangalore?

Enquiry Clerk: Hyderabad Express at 17:00 hours and Karnataka Express at 16:16.

Mr. Panda: Every day?

Enquiry Clerk: Hyderabad Express goes every day and Karnataka Express on Wednesdays and Sundays.

Mr. Panda: Thank you. **Enquiry**

Clerk: You’re welcome

Although the telephone is used extensively for business dealings and official work, it is very convenient even for conversations between friends and relatives. Let's study this informal talk on the phone:

Conversation 2

Voice: 'Yes?'

Pallavi: 'May I speak to Meenakshi?'

Voice: 'Hold on please. Let me call her. Who's calling?'

Pallavi: 'Pallavi, Pallavi Nair.'

Voice: 'Mrs. Ghosh! A certain Pallavi Nair is on the phone. She wants to speak to you.'

(after a while)

Mrs. Ghosh: 'Hi! Pallavi. How are you?'

Pallavi: 'Fine. Thanks. You haven't forgotten, have you?'

Mrs. Ghosh: 'What?'

Pallavi: 'It's my birthday today!'

Mrs. Ghosh: 'How could I forget it? Many happy returns of the day!'

Pallavi: 'Thanks. Remember you're coming to the party at our house at 7 this evening.'

Mrs. Ghosh: 'But....'

Pallavi: 'No buts. I'll be very angry if you don't make it. Now look, I'm in such a hurry and must ring off now. Bye!'

Mrs. Ghosh: 'Bye'

Activity:

- A Telephonic Conversation between two friends.
- A Telephonic Conversation between two colleagues of an organization.

- [illegible]

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Here's a business letter. Give the same message through a telephone call.

6th May 2013

From
Senior Purchase Officer,
Rally's Hotel,
Bhopal

To
Flurry's Confectionery
Bhopal

Dear Sir,

Kindly recall our letter reference No XZ25 dated 10th April '08 placing an order for various items of confectionery for 10th May, 08. We would like to cancel the order because the party for which the confectionery was required has been called off. We're sorry to have given you the trouble, and assure you of continued business dealings with your firm.

Yours sincerely,

(S. Roy Choudhury)
Sr. Purchase Officer

Topic: - 7. Role Play

Starting a conversation -responding appropriately and relevantly-using the right body language-role play in different situations.

Conversation – 1

Brad: Excuse me: May I sit here? **Linda:** Yes, you may.

Brad: Already got your tickets? May I ask which tour you are taking? **Linda:** I am taking the Museums tour, and you?

Brad: Well. I am also on the same tour.
Linda: Where do you come from?

Brad: I am from Tennessee, a southern state in the United States of America. Where do you come from?

Linda: I come from Munich, Germany. My English is not so good.

Brad: Well, it sounds good to me .Yet, if you need any help, please let me know. **Linda:** That's very kind of you. Glad to have met you.

Conversation – 2

Mona: Hey, look who is coming. You look lovely today in this dress.

Linda: It's a pretty dress, I must say.

Linda: Thanks. I'm glad you like it. My mom made it for me.

Mona: It's a nicely matched colour mix. The pink and the light gray combination look wonderful.

Linda: really? It's nice of you to say that. I will tell my mom how you appreciated my dress.

Venkat: Hi girls? Good morning! What's going on?

Linda: She likes my dress. **Venkat:**

Well, yes! It is quire smart.

Linda: Thank you Venkat. Your shoes are new it seems. They are great. New style I suppose.

Venkat: Look now! There comes my friend

Ajay. **Ajay:** Hello friends! How are you?

Mona: We are good! Ajay have you got your

grades? **Ajay:** Yes, I have an overall a grade

Venkat: That's great! Congratulations!

Mona: Ajay is very good at studies, isn't he? He is always busy in the library.

Linda: Oh yes, he studies regularly. And he is a very intelligent guy.

Ajay: Thanks all of you. I really appreciate your compliments. But I must go now. Bye!

Linda: Christmas vacations are just round the corner. I wish you all Merry Christmas and a wonderful vacation!

Venkat: Thanks Linda. We wish you a Merry Christmas and a wonderful vacation back home: When will you be back from Hong Kong?

Linda: I will be back by 10 January. See you all then.

Role Play in different situations.

1. Two friends about pollution

[illegible]

[illegible]

[illegible]

Topic: - 8. Listening Practice

Listening is a skill that many teachers overlook when teaching students. It is as important as speaking (communication is a two way street – there is both a sender, “**speaker**” and a receiver, “**listener**”). It should be explicitly taught and developed.

The following activities require very little preparation and extra material but are very beneficial and interesting. We can cover 6 main areas in listening:

1. Warm Up Activities
2. Listen & Draw
3. Listen & React
4. Listen & Correct
5. Listen & Answer
6. Listen & Retell

1. Listening Warm-Ups

A) Last One Standing. Listening for specific words.

Chose your favorite word from this box and write it on in big letters on a large piece of paper.

Love	million dollars	had	buy	
Monkey	pet	store	car	would

Now, [listen to the song](#). When you hear your word, stand up. If you hear it again, sit down. Last one standing wins!

B) Categories

The teacher will give your group a category. Continue saying one thing from the category. Listen carefully! If you repeat someone’s word, you are out of the game. You have 5 seconds to reply. Each time you say a word in the category, collect a piece of paper (or use toothpicks). The most pieces of paper at the end win!

C) Blablabla

Listen to the teacher and ask “Excuse me, what did you say?” The teacher will reply with the right answer. Now it’s your turn!

Make sentences using the examples below (or your own). Find out what they said by replying with Who/ What/ Where/ How/ When/ Which_____did you _____?

I love ____! I didn't ____ today. I prefer ____ to apples. ____ hit me! I have been to ____! I ate lunch at ____! I often ____! I can't ____!

D) Telephone Game

Students have to sit into lines or rows then whisper a sentence into the first student's ear (make sure you write it down on paper!). That student then whispers what they heard to the next student and so on. The final student in line runs to the board and writes the sentence on the board. The closest to the original sentence wins. [to make this even crazier, start a sentence at both ends of the line]

2. Listen and Draw

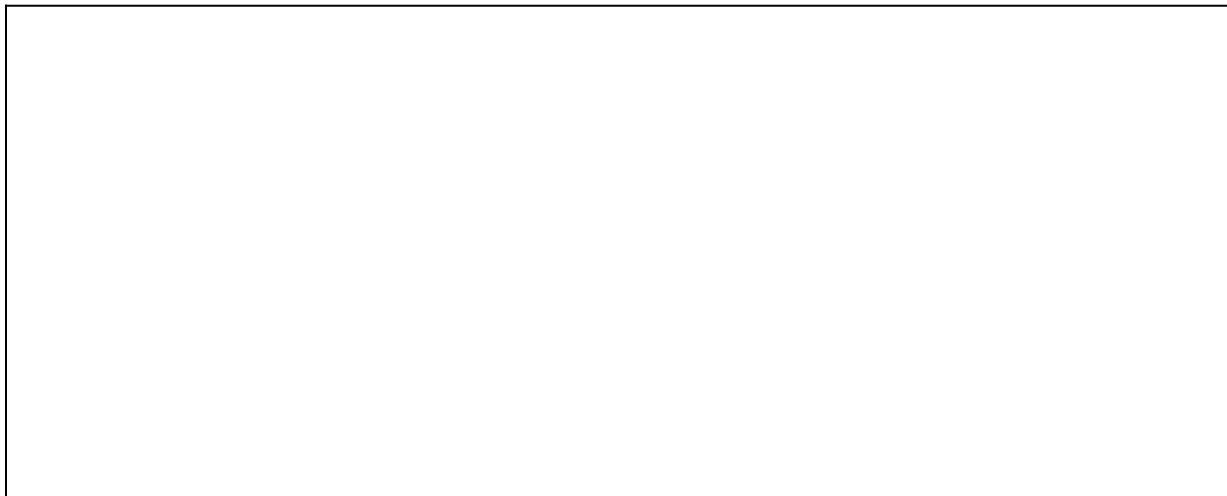
A) Draw the Picture.

The teacher has a picture in her/his hand. The student's draw the picture as described. They compare with other students afterwards and check their drawing against the teacher's. Next, the students do the same as the teacher, in a small group or in pairs.

Listen and Draw. (Teacher- Students)



Listen and Draw. (Student- Student)



Topic: - 9. Phonetics Spoken Practice

ɪ		I	ʊ	uː	ɪə	eɪ	John & Sarah Free Materials 1996
READ		SIT	BOOK	TOO	HERE	DAY	
e		ə	ɜː	ɔː	ʊə	ɔɪ	əʊ
MEN		AMERICA	WORD	SHORT	TOUR	BOY	GO
æ		ʌ	ɑː	ɒ	eə	aɪ	aʊ
CAT		BUT	FART	NOT	WEAR	MY	HOW
p	b	t	d	f	dʒ	k	g
PIG	BED	TIME	DO	CHURCH	JUDGE	KILO	GO
f	v	θ	ð	s	z	ʃ	ʒ
FIVE	VERY	THINK	THE	SIX	ZOO	SHORT	CASUAL
m	n	ŋ	h	l	r	w	j
MILK	NO	SING	HELL	LIVE	READ	WINDOW	YES

- Answer the following questions

1	Which word sounds different?				Answer
a) tea	b) pea	c) see	d) the		
2	Which word sounds different?				Answer
a) who	b) so	c) zoo	d) to		
3	Which word sounds different?				Answer
a) to	b) why	c) I	d) my		
4	Which word sounds different?				Answer
a) grew	b) new	c) threw	d) go		
5	Which word sounds different?				Answer
a) say	b) may	c) monkey	d) weigh		
6	Which word sounds different?				Answer
a) fee	b) be	c) tea	d) pear		
7	Which word sounds different?				Answer
a) may	b) try	c) high	d) buy		
8	Which word sounds different?				Answer
a) through	b) to	c) you	d) two		
9	Which word sounds different?				Answer
a) car	b) care	c) far	d) jar		
10	Which word sounds different?				Answer
a) eye	b) buy	c) high	d) angry		

Topic 10 Phonetics transcription

absorption =

absurd =

accomplished =

actually =

advertisement

= albino =

all =

almond =

alto = ant

= anxious

= arctic =

aren't =

aunt =

bachelor

= bald =

burial =

businessman

= caramel =

careless =

casualty =

● Give transcription to the following sentences

1. I am a boy.

2. My name is _____(students name).

3. I live in _____(city).

4. I am an engineering student.

5. We pray to God everyday.

6. My college is located at Vasad.

7. I love and respect my country.

8. One should behave properly in the class.

9. A positive attitude helps the person to get success easily.

10. Try and try until you get success.

GRAMMAR

Exercise 1 Do as directed

- We can generate heat for welding in many ways. (Turn in to passive voice)

-
- Nilesch and Vishal went ____ the Hill. (Use Preposition)
 - The Quality of their products ____ satisfactory. (is/are)
 - Namrata ____ the capital of every state. (new/knew)
 - Act on another's behalf (Give one-word substitute)

-
- The Committee ____ submitted its report. (has/have)
 - Give any example of Homonyms and use the pair in sentence of your own.
-

Exercise 2 Do as directed

Fill in the blanks with appropriate word from those given in the bracket:

- I have no _____ about myself. I know my limitations well.
(illusions/allusions)
- Many students have only a _____ knowledge of the subject that they study. (superfluous/superficial)

Insert appropriate prepositions:

- Whenever I have doubt _____ the meaning or usage of a word, I shall make it a point to refer _____ the dictionary. _____ the dictionary there is also brief section _____ word building.

Rewrite the following sentences in the passive voice:

- Someone has changed the computer entries during my absence.

-
- Post the letter.
-

Insert the appropriate form of the verb given in the bracket:

- When we reached the station, the train _____ already _____. (left)
- When he gets his degree, he _____ at Oxford for four years. (study)
- If you _____ a metal, it _____. (hit, expand)

Exercise 3 Do as directed

- The father explained them the exercise. (change the voice)

- We all believe that she is in India. (change the voice)

- The listening is as important as ----- (speak) in group discussion.
(use appropriate form of the verb 'speak')
- Cotton ----- (catch) the fire easily. (choose appropriate form of the verb 'catch')
- Please ----- our sincere apologies.(accept, except) (choose appropriate homophone)
- You will -- ----- your deposit if you cancel the order (lose, loose) (choose appropriate homophone)
- New roads will link the ----- cities of the area. (principle, principal)
(choose appropriate homophone)

Exercise 4 Do as directed

- The librarian _____ the books since morning. (to arrange)
- My Principal always _____ 'The Hindu' in the morning (to read)
- Before we reached the station, the train (to leave).
- Mahatma Gandhiji and his followers' _____ a prayer in the morning and evening everyday. (use + offer)
- If I had scored 2 marks more I _____ First Class (will + secure).
- The examination _____ over, we all became free from all tension. (to be)
- All these pictures _____ by my sister last year . (to draw)

Exercise 5 Do as directed

- The principle _____ to speak to you. (use verb form of 'want')
- By 2020, robots _____ many of the jobs that people do today. (use verb form of 'take over')
- He usually travels to Chennai _____ train. (use suitable preposition)
- Do you need _____ help? (Farther, further).
- Is the flight _____ time? (Use suitable preposition.)
- Neither you nor he _____ trusted. (was / were).

Exercise 6 Do as directed

- Each politician was making false promises. (Change the voice)

- Is the flight _____ time. (Use appropriate preposition)

- Everything _____ (change) with time (Use proper verb form)
- I will phone you when she _____ (come) back. (Use proper verb form.)
- Over ninety _____ of the inhabitants here are given to drinking.(percent, percentage)
- We made the decision on _____ grounds. (moral, morale)
- The Principal _____ (want) to speak to you. (Use proper verb form)

Exercise 7 Do as directed

- Kalidas wrote Shakuntala. (Change the voice)

- The cat killed the mouse. (Change the voice)

- What is the time _____ your watch? (Use appropriate preposition)
- Ram _____ to school everyday. (Choose from : goes, is going)
- I would _____ extreme caution. (Choose from : advice, advise)
- Do you need _____ help? (Choose from : farther, further)
- Politics _____ the favourite of many students in my college. (Choose from: is, are)

Exercise 8 Do as directed

- The Prime Minister _____ South Africa next week
A) will visit B) visited C) is visiting D) visits
- India is a noble, gorgeous land, teeming_____ natural wealth
A) On B) By C) With D) Under
- We _____ helped John if we'd known about his problems.
A) Could have B) Should have C) Would have D) Might
- In a wedding ceremony, the bridesmaids_____ the bride down the aisle.
A) Precede B) proceed C) process D) progress
- The nest of a squirrel:
A) Lair B) drey C) monastery D) dock
- One who knows many languages_____
A) Polyglot B) Feminist C) Plagiarist D) Effeminate

The correct phonetics transcription of **jury** is_____.

- A) / jʊəri : / B) / dʒyuri : / C) / dʒʊəri/ D) / dʒʊəri : /

Exercise 8 Do as directed

- Did you think you_____ me somewhere before? (have seen, had seen, were seeing)
- The students who are playing there_____ my classmates. (is, are)
- Circumstances will oblige me to go. (**Change the voice**)

-
- Take the cream_____ the milk. (on, off)
 - I know the load is heavy; but _____ (lightening, lightning) is now difficult.
 - CELL, CELL (Homonyms) means_____
 - Without the name of the doer of an action. (Give one word substitution)
-
- All work and no play makes Jack a dull boy (Give meaning of the idiom)
-

Internet Safety

Twenty _____ ago, kids in school had never even heard of the internet. Now, I'll bet you can't find a single person in your school who hasn't at least heard of it. In fact, many of us use it on a regular basis and even have access to it from our homes! The 'net' in _____ really stands for network. A _____ is two or more computers connected together so that information can be _____, or sent from one computer to another. The internet is a vast resource for all types of information. You may enjoy using it to do research for a school project, downloading your favourite songs or communicating with friends and family. Information is accessed through web pages that companies, organizations and individuals create and post. It's kind of like a giant bulletin board that the whole world uses! But since anyone can put anything on the internet, you also have to be careful and use your best judgement and a little common sense.

Just because you read something on a piece of paper someone sticks on a bulletin board doesn't mean it's good information, or even correct, for that matter. So you have to be sure that whoever posted the

_____ knows what they're talking about, especially if you're doing _____. But what if you're just emailing people? You still have to be very careful. If you've never met the person that you're communicating with online, you could be on dangerous ground! You should never give out any personal information to someone you don't know, not even your name! And just like you can't _____ the information on every website out there, you can't rely on what strangers you 'meet' on the internet tell you either. Just like you could make up things about yourself to tell someone, someone else could do the same to you!

(Years, information, shared, internet, believe, computer, bulletin, research, network)

Business Letters

(Inquiry letter)

(Reply to inquiry letter)

(Order letter)

(Execution of letter)

(Complaint letter)

(Adjustment letter)

Report Writing

Memo Format

Letter Format

[illegible]

This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.

[illegible]

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