

BE - 103
B.E. I & II Semester Examination, December 2014
Communication Skills

Roll No

Time : Three Hours

Maximum Marks : 70

- Note:** i) Answer five questions. In each question part A, B, C is compulsory and D part has internal choice.
ii) All parts of each questions are to be attempted at one place.
iii) All questions carry equal marks, out of which part A and B (Max.50 words) carry 2 marks, part C (Max.100 words) carry 3 marks, part D (Max.400 words) carry 7 marks.
iv) Except numericals, Derivation, Design and Drawing etc.

Unit - I

1. a) Define 'Communication'.
b) Why is oral communication considered as effective mode of discussion.
c) Write a note on the role of gestures as non verbal communication.
d) "Reading is a complex communicative process of receiving and interpreting the written word"
Elaborate upon this statement.

OR

Describe the process of communication, indicating clearly the role of each constituent element.

Unit - II

2. a) What is a technical definition?
b) What are the factors to keep in mind while describing a technical process?
c) Develop a short paragraph of 100 words on "The impact of social media".
d) Listening plays a significant role in the interactive process of business communication.
Suggest some ways of improving communication skills.

OR

Write a note on any two of the following:

- i) Company structure ii) Value of Wavell iii) "Health is Wealth"

Unit - III

3. a) Define 'letter of enquiry'.
b) Distinguish between a tender and a quotation.
c) What are the steps necessary for the efficient and prompt handling of an order?
d) Write a note on the structure of an application letter.

OR

What is a resume? Elucidate with an example.

Unit - IV

4. a) Define precis.
b) What are the functions of note making?
c) Differentiate between Bibliography and test of references in a report.
d) Write a technical description of a lathe machine.

OR

Describe the process of titration.

Unit - V

5. a) What are 'appendices' in a report?
b) What is the difference between routine report and non-routine reports?
c) Distinguish between formal and informal conversations.
d) What are the steps you would take for planning a presentation.

OR

Reproduce a telephonic conversation between two friends discussing their New Year Resolutions for 2015.