

Roll No

BE - 103

B.E. I & II Semester

Examination, June 2015

Communication Skills

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.

1. a) Transcribe the following words phonetically:
 - i) Car
 - ii) Sing
- b) What is meant by the term 'feedback' in the process of communication?
- c) Define Non-Verbal Communication.
- d) Distinguish clearly between interpersonal and psychological barriers.

OR

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

2. a) Define the term 'Internet'.
- b) Explain the term 'company structure'.

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- c) Write the difference between listening and hearing.
- d) Reproduce a telephonic conversation between you and your friend discussing your travel plans to Delhi for a conference.

OR

Write a short note on any one of the following topics :

- i) How a cell phone takes pictures?
- ii) A lone of Reading

- 3. a) What is the purpose of the 'subject line' in a letter?
- b) Describe the information that must be included in a letter placing orders.
- c) What do you understand by 'open punctuation'? How does it differ from 'mixed punctuation' and 'closed punctuation'?
- d) Assuming that you are purchase officer of Modern software Technologies, Mahatma Gandhi Road, Indore. Place an order for the following items with Durable Furniture Mart, Rainbow Market, New Delhi.

- Office chairs — 20
- Wooden tables — 10
- Steel Almirahs — 20
- File Racks — 10

OR

What is a Resume? Elaborate.

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- 4. a) What do you understand by 'Noting' and 'drafting'?
- b) Write a slogan on road safety.
- c) Rewrite the following sentences so as to make them precise and effective :

Your letter fails to say which of the two books advertized by us in the Hindustan Times dated 4th April, 2015 is desired by you. Please advise immediately so that on receipt of your communication we may take further necessary action to dispatch it.

- d) Write the technical description of an electric fan.

OR

Describe the process of titration.

- 5. a) What are audio-visual aids?
- b) What is 'bibliography'?
- c) Describe extempore speeches. How can the speaker catch the attention of the listener.
- d) What is a report? Write brief notes on routine and special reports.

OR

Discuss the various elements of a formal report.
