

# Communication Skills in English (4300002) - Winter 2023 Solution

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## Question Question 1(a) [3 marks]

marks

**Answer the following questions. (Any Three)**

1. **What was the author's attitude towards men?**

**Answer:** In "Leopard," the author was initially wary of men who hunted and disturbed wildlife. He preferred solitude in nature away from human interference, showing a critical attitude toward those who didn't respect the wilderness.

2. **Whose note was handed over to Bob in the end?**

**Answer:** Jimmy Wells' note was handed over to Bob at the end of "After Twenty Years." The note explained that Jimmy was actually the uniformed policeman who had met Bob earlier but couldn't arrest his old friend himself.

3. **What is the role played by the horse in this poem?**

**Answer:** In "Stopping by Woods on a Snowy Evening," the horse serves as a connection to civilization and responsibilities. It reminds the speaker of his duties and obligations by shaking its harness bells, questioning the unusual stop.

4. **What kind of freedom does the poet desire for his country?**

**Answer:** In "Where the Mind is Without Fear," Tagore desires intellectual, social, and spiritual freedom where people think fearlessly, knowledge flows freely, and the nation isn't divided by narrow domestic walls.

5. **What promises do you think the poet has to keep?**

**Answer:** In "Stopping by Woods on a Snowy Evening," the poet has promises of daily responsibilities and social obligations to fulfill. The repeated line "miles to go before I sleep" suggests both literal journey and life's commitments.

## Question Question 1(b) [4 marks]

marks

**Choose the correct options. (Any Four)**

1. .... is called Hill of Fairies

**Answer:** (d) Pari Tibba

2. The location of the story The Leopard is near ....

**Answer:** (b) Mussoorie

3. The horse finds it queer because there is no.....

**Answer:** (a) farmhouse

4. What is meant by "mind is without fear and head is held high".

**Answer:** (a) to be fearless and self-respecting

5. Who wrote the note?

**Answer:** (b) Jimmy

## Question Question 1(c) [7 marks]

marks

**You are Rahul Roy. You have placed an order for 500 compass boxes. But the consignment had only 475 boxes. Draft a complaint letter to the supplier.**

Answer:

1 Rahul Roy  
 2 123, Student Quarters  
 3 Gujarat Technological University  
 4 Ahmedabad - 380015  
 5  
 6 February 1, 2024  
 7  
 8 The Sales Manager  
 9 ABC School Supplies  
 10 45, Industrial Area  
 11 Vadodara - 390010  
 12  
 13 Subject: Complaint Regarding Incomplete Delivery of Compass Boxes  
 14  
 15 Dear Sir/Madam,  
 16  
 17 Reference: Purchase Order No. SR/CB/2024/78 dated January 15, 2024  
 18  
 19 I am writing to express my dissatisfaction regarding the recent delivery of compass boxes ordered by me on  
 20     ↪ January 15, 2024.  
 21  
 22 As per my purchase order, I had ordered 500 compass boxes, but the consignment delivered on January 30,  
 23     ↪ 2024, contained only 475 boxes, resulting in a shortage of 25 boxes.  
 24  
 25 This shortage has caused significant inconvenience as these items were urgently required for distribution  
 26     ↪ to students for their upcoming technical drawing examinations.  
 27  
 28 I request you to expedite the delivery of the remaining 25 compass boxes immediately. Alternatively,  
 29     ↪ please adjust the billing amount accordingly.  
 30  
 31 I look forward to your prompt action in resolving this matter.  
 32  
 33 Yours sincerely,  
 34  
 35 Rahul Roy  
 36 Mobile: 9876543210  
 37 Email: rahul.roy@email.com

OR

## Question Question 1(c) [7 marks]

marks

Draft an email asking for the illustrated catalogue and quotation of certain electronic goods required by your firm.

Answer:

1 From: purchase@techinnovations.com  
 2 To: sales@electronicstore.com  
 3 Subject: Request for Catalog and Quotation of Electronic Goods  
 4  
 5 Dear Sir/Madam,  
 6  
 7 I am writing on behalf of Tech Innovations Ltd., a leading IT services company based in Ahmedabad.  
 8  
 9 We are looking to purchase the following electronic items for our newly established office:  
 10  
 11 1. Laptop computers - 20 units (i5 processor or higher)  
 12 2. Desktop computers - 15 units (with minimum 8GB RAM)

13 3. LED projectors - 5 units  
 14 4. Multi-function printers - 8 units  
 15 5. Wireless routers - 10 units  
 16  
 17 We request you to kindly send us your latest illustrated catalog featuring these items along with a  
     ↪ detailed quotation including:  
 18  
 19 - Technical specifications of each product  
 20 - Unit prices and applicable discounts for bulk purchase  
 21 - Warranty information  
 22 - Delivery timeframe  
 23 - Payment terms and conditions  
 24  
 25 As we need these items urgently for our new office, we would appreciate receiving your response by  
     ↪ February 10, 2024.  
 26  
 27 Thank you for your attention to this request. We look forward to doing business with you.  
 28  
 29 Sincerely,  
 30  
 31 Purchase Manager  
 32 Tech Innovations Ltd.  
 33 Ahmedabad, Gujarat  
 34 Tel: 079-12345678  
 35 Email: purchase@techinnovations.com

## Question Question 2(a) [3 marks]

marks

### Friendship of Bob and Jimmy

**Answer:** In “After Twenty Years,” O. Henry portrays an extraordinary friendship between Bob and Jimmy that transcends time and circumstances.

**Table 1.** Bob and Jimmy’s Friendship

Aspect	Description
Loyalty	Bob travels miles to keep 20-year-old promise
Memory	Bob describes Jimmy with fondness and specific details
Change	While apart, lives diverged drastically - one a criminal, one a policeman
Conflict	Friendship tested against duty and moral obligation

### Mnemonic

Promises Kept Despite Paths Divided

## Question Question 2(b) [4 marks]

marks

### Description of nature in Stopping by Woods on a Snowy Evening

**Answer:** Frost creates a serene winter landscape that becomes a moment of contemplation for the speaker.

**Table 2.** Nature Elements in the Poem

Element	Description
Woods	Dark, deep, filling with snow - mysterious and alluring
Snow	Falling softly, creating stillness and silence
Evening	Darkest evening of the year - symbolizing depth of winter
Lake	Frozen - adding to the stillness of the scene

- **Visual Imagery:** Snow-filled woods creating a peaceful natural setting
- **Sound Imagery:** “The sweep of easy wind and downy flake” contrasted with the sound of harness bells
- **Contrast:** Beautiful natural scene vs. human obligations waiting

**Mnemonic**

Silent Snow Surrounds Still Scene

**Question Question 2(c) [7 marks]**

marks

Answer the following questions.

1. **How does the poet describe the old habit?**

**Answer:** In “Where the Mind is without Fear,” Tagore describes old habits as “dead habit” which “straitens” (narrows/constrains) freedom of thought and action. He sees outdated customs and traditions as restricting progress and preventing clear, logical thinking needed for a free nation.

2. **Where was the speaker going? What stopped him on the way?**

**Answer:** In “Stopping by Woods on a Snowy Evening,” the speaker was traveling to fulfill obligations (“promises to keep”). The beauty of “woods filling up with snow” stopped him momentarily on his journey, creating a pause between responsibilities.

3. **What did the stranger say to the policeman?**

**Answer:** In “After Twenty Years,” the stranger (Bob) told the policeman (actually Jimmy) that he was waiting for his friend Jimmy Wells with whom he had promised to meet at that spot exactly twenty years ago, and described how successful he had become out West.

4. **Why did the author return to mountains?**

**Answer:** In “Leopard,” the author returned to the mountains to escape the chaos of city life, seek solitude in nature, and observe wildlife in their natural habitat. He was particularly drawn to the peaceful harmony of the mountain environment.

5. **What was there in place of the store at that spot twenty years ago?**

**Answer:** In “After Twenty Years,” there was “Big Joe” Brady’s restaurant at that spot twenty years ago, where Bob and Jimmy had their last dinner together before parting ways.

6. **What does the speaker wish to convey through the phrase “fill up with the snow”?**

**Answer:** The phrase “fill up with snow” conveys the continuous, gentle snowfall creating a sense of completeness, stillness, and transformation of the landscape. It suggests nature’s quiet persistence and the gradual covering of all human traces.

7. **How does the poet describe ‘heaven of freedom’?**

**Answer:** In “Where the Mind is Without Fear,” Tagore describes his “heaven of freedom” as a place where people hold their heads high with dignity, knowledge flows freely, the world isn’t broken by narrow divisions, words come from truth, reason guides action, and thoughts lead to perfection.

OR

**Question Question 2(a) [3 marks]**

marks

What did the author do to find forketails’s home?

**Answer:** In “Leopard,” the author made persistent efforts to locate the forktail’s nest.

**Table 3.** Author’s Search for Forktail’s Nest

Actions	Methods
Observation	Patiently watched forktail’s movements daily
Tracking	Followed the bird’s flight patterns upstream
Exploration	Searched among rocks and crevices near water
Patience	Returned repeatedly despite unsuccessful attempts

#### Mnemonic

Watch, Follow, Search, Return

OR

### Question Question 2(b) [4 marks]

marks

**What did Bob tell the man in the overcoat?**

**Answer:** Bob shared his life story and friendship with Jimmy to the man in the overcoat, unaware he was speaking to a plainclothes officer.

- **Told about his friendship** with Jimmy Wells from twenty years ago
- **Described their promise** to meet at that exact spot after twenty years
- **Shared his success story** of becoming wealthy in the West, implying his criminal activities
- **Expressed confidence** that Jimmy would honor their appointment despite the time passed
- **Revealed identifying details** about himself that helped confirm his identity as a wanted criminal

#### Mnemonic

Past Promises, Present Success, Pending Reunion

OR

### Question Question 2(c) [7 marks]

marks

**Answer the following questions.**

1. **Who does the poet address as ‘thee’ and my father?**

**Answer:** In “Where the Mind is Without Fear,” Tagore addresses God as ‘thee’ and ‘my father,’ appealing to the divine to guide his country to true freedom. This spiritual invocation shows his belief that achieving his vision requires divine guidance.

2. **What are the sights and sounds that the poet experiences in the woods?**

**Answer:** In “Stopping by Woods,” the poet experiences the visual sight of “woods filling up with snow” and “frozen lake.” The sounds include his horse’s “harness bells” shaking, “easy wind,” and the soft landing of “downy flake” (snowflakes) - creating a contrast between humanity’s sounds and nature’s quiet.

3. **What kind of man was his friend Jimmy?**

**Answer:** Jimmy Wells was portrayed as honest, principled, and loyal. He kept his appointment after twenty years, yet chose duty over friendship when faced with Bob’s criminal status. His note to Bob showed compassion and personal conflict, revealing his integrity and emotional depth.

4. **What happened when the leopard sensed the author’s presence?**

**Answer:** When the leopard sensed the author’s presence in “Leopard,” it paused its drinking, looked directly at the author without aggression, and continued its activity, showing mutual acknowledgment and respect. This moment

demonstrated the growing trust between human and wild animal.

5. **What kind of characters does the story after twenty years have?**

**Answer:** “After Twenty Years” features characters who represent opposing life paths: Bob (the criminal who achieved material success through questionable means) and Jimmy (the honest policeman who chose duty and integrity). Their contrast creates the story’s moral dilemma and ironic ending.

6. **What according to the speaker will surprise the horse?**

**Answer:** In “Stopping by Woods,” the speaker suggests the horse would be surprised by stopping “without a farmhouse near” in the dark woods. This unusual pause without practical purpose highlights the contrast between animal practicality and human appreciation for beauty.

7. **What is the poet’s opinion about the work, idleness, reason and old customs?**

**Answer:** In “Where the Mind is Without Fear,” Tagore advocates for purposeful work over idleness, valuing reason over blind following of outdated customs. He believes clear reason should guide actions, not “dead habit,” and that meaningful work leads to progress toward perfection.

## Question Question 3(a) [3 marks]

marks

**Join the sentence using appropriate connector.**

1. He **who** had a good teacher, passed the exam. (who/which/whom)
2. He has been living in Ahmedabad **for** several months. (since/for/in)
3. The treasure is **between** the palm tree and the hut. (between/among)

## Question Question 3(b) [4 marks]

marks

**Fill in the blanks using proper preposition.**

1. She got **into** her car and drove away. (in/into)
2. My interview is **at** 3:00 pm. (at/on)
3. I prefer milk **to** tea. (too/to/than)
4. Vinod is fond **of** flying kites. (from/of/to)

## Question Question 3(c) [7 marks]

marks

**Write about the activities happening around you in the classroom using present continuous tense.**

**Answer:**

In our active classroom, various educational activities are taking place simultaneously. The professor is explaining grammar rules while writing examples on the whiteboard. Some students are taking notes diligently, while others are asking questions for clarity. Two students at the back are discussing a difficult concept in whispers. The class representative is distributing assignment sheets to everyone. A few students near the windows are looking outside as it is raining heavily. The ceiling fan is rotating at full speed because it’s quite warm today. Our English language assistant is moving around the classroom, helping individuals who are struggling with exercises. Everyone is participating enthusiastically in the learning process.

**Mnemonic**

See-Hear-Do: Everyone is learning something new

**OR**

### Question Question 3(a) [3 marks]

marks

Fill in the blanks using appropriate adjectives or adverbs.

1. Virat played **well** in the final match. (well/good)
2. Kishan plays on the flute **nicely**. (nice/nicely)
3. Tenali Raman was a **wise** pandit. (wise/wisely)

OR

### Question Question 3(b) [4 marks]

marks

Fill in the blanks with proper auxiliary verbs)

1. **May** we play football? (Permission)
2. The astrologer **had to** leave the village as he lied to people. (compulsion)
3. I **wish to** go for the science Stream. (wish)
4. **Shall** we go to their help? (suggestion)

OR

### Question Question 3(c) [7 marks]

marks

Write about what you did last Sunday using Simple Past Tense.

Answer:

Last Sunday, I woke up early and completed my pending assignments. After breakfast, I helped my mother with household chores. Then, I met my friends at the local park where we played cricket for two hours. I scored thirty runs and took two wickets in the match. At noon, I returned home and had lunch with my family. In the afternoon, I visited my grandparents who live nearby. My grandmother prepared special sweets for me. I spent some quality time with them and listened to my grandfather's interesting stories. In the evening, I watched a documentary on wildlife conservation. Later, I revised my lessons for the upcoming test. Before going to bed, I planned my schedule for the next week. Overall, I enjoyed my Sunday with a perfect balance of work and relaxation.

#### Mnemonic

Morning Work, Noon Play, Evening Family, Night Study

### Question Question 4(a) [3 marks]

marks

Identify the interjection the following sentences.

1. **Wow!** I passed my English test.
2. **Hurrah!** we have won the match.
3. **Ouch!** That hurts.

### Question Question 4(b) [4 marks]

marks

Rearrange the jumbled words to make meaningful sentences and punctuate them.

1. Ramesh/all/prepared/questions/the  
**Answer:** Ramesh prepared all the questions.
2. The files/the peon/in the shelf/was arranging  
**Answer:** The peon was arranging the files in the shelf.
3. Whose/the boy/pen is missing/complained/to Sir  
**Answer:** The boy complained to Sir whose pen is missing.
4. Are/what/you/now/doing?  
**Answer:** What are you doing now?

### Question Question 4(c) [7 marks]

marks

Fill in the blanks using appropriate form of the verb.

1. Whenever we meet, we **plan** a trip.
2. Who **invented** the bicycle?
3. Hello Nitya, I **haven't seen** you for ages. How are you?
4. He **goes** to that place every year.
5. I **am reading** a novel nowadays.
6. The sun **is shining** brightly.
7. Vijay **was waiting** for me when I arrived.

OR

### Question Question 4(a) [3 marks]

marks

Use appropriate noun or pronoun.

1. I know Mr. James. **He** is a very good doctor.
2. They are very good friends. Their **friendship** is example for many of us.
3. Mary is tired. **She** wants to sleep.

OR

### Question Question 4(b) [4 marks]

marks

Identify the pattern of the following.

1. The police / arrested / the thief  
**Answer:** SVO
2. People/ cried.  
**Answer:** SV
3. The winner was rewarded.  
**Answer:** SV
4. They / came / suddenly.  
**Answer:** SVA

OR

### Question Question 4(c) [7 marks]

marks

Fill in the blanks using right verb.



1. A lot of good we take **is** wasted.
2. The trouble with these guys **is** their rustic approach.
3. A little dust **is** visible.
4. All the oil **has** been stolen.
5. None of them **attend** to their work these days.
6. Some of the pipes **run** for several miles.
7. Either Ram or his brother **works** as a manager here.

## Question Question 5(a) [3 marks]

marks

**What is non-verbal communication?**

**Answer:** Non-verbal communication is the transmission of messages without using words.

**Table 4.** Types of Non-verbal Communication

Type	Examples
Kinesics	Body movements, gestures, facial expressions
Proxemics	Use of physical space, distance between people
Paralanguage	Voice tone, pitch, volume, pace, pauses
Appearance	Clothing, grooming, physical characteristics

### Mnemonic

Body Shows What Words Don't Tell

## Question Question 5(b) [4 marks]

marks

**Discuss the barriers of effective communication.**

**Answer:** Communication barriers prevent messages from being properly understood, creating misunderstandings between sender and receiver.

**Table 5.** Common Communication Barriers

Barrier Type	Examples
Physical	Noise, distance, technical problems
Psychological	Bias, preconceptions, emotional state
Semantic	Jargon, language differences, ambiguity
Organizational	Hierarchical levels, information overload

- **Physical Barriers:** Environmental factors interfering with transmission
- **Psychological Barriers:** Mental states affecting reception of message
- **Semantic Barriers:** Problems with meaning and interpretation
- **Organizational Barriers:** Structural issues hindering information flow

### Mnemonic

PESO: Physical, Emotional, Semantic, Organizational

## Question Question 5(c) [7 marks]

marks

You have an email inquiring about prices of plastic toys manufactured by you. Draft a reply.

Answer:

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1 From: sales@brighttoysltd.com
2 To: customer@email.com
3 Subject: RE: Inquiry About Prices of Plastic Toys
4
5 Dear [Customer's Name],
6
7 Thank you for your email dated [Date] inquiring about the prices of our plastic toys. We appreciate your
  ↳ interest in Bright Toys Ltd. products.
8
9 We are pleased to provide you with the following price information:
10
11 1. Educational Building Blocks (Set of 50) - 450 per set
12 2. Animal Figurines (Set of 12) - 350 per set
13 3. Toy Vehicles (Assorted) - 200-300 per piece depending on size
14 4. Doll Houses with Furniture - 1,200 per set
15 5. Action Figures - 250-400 per piece depending on complexity
16
17 For bulk orders (more than 50 pieces), we offer a 15% discount on the listed prices. All our toys are made
  ↳ from non-toxic, durable plastic and comply with international safety standards.
18
19 We have attached our complete product catalog with detailed specifications and additional product images
  ↳ for your reference.
20
21 If you have any other questions or would like to place an order, please feel free to contact us. We look
  ↳ forward to doing business with you.
22
23 Best regards,
24
25 Sales Manager
26 Bright Toys Ltd.
27 Tel: 079-98765432
28 Email: sales@brighttoysltd.com
29 Website: www.brighttoysltd.com

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OR

## Question Question 5(a) [3 marks]

marks

How will you know if communication was successful?

Answer: Successful communication occurs when the intended message is properly understood and acted upon by the receiver.

Table 6. Indicators of Successful Communication

Indicator	Description
Feedback	Receiver responds appropriately to the message
Action	Desired response or action is taken by the receiver
Understanding	Clear comprehension without confusion
Engagement	Active participation in the communication process

**Mnemonic**

FAUE: Feedback, Action, Understanding, Engagement

OR

**Question Question 5(b) [4 marks]**

marks

**What is paralanguage?****Answer:** Paralanguage refers to how we say things rather than what we say - the vocal but non-verbal components of communication.**Table 7.** Elements of Paralanguage

Element	Description
Voice Quality	Pitch, rhythm, tempo, resonance
Voice Characteristics	Volume, tone, inflection
Vocal Interferences	Fillers like “um,” “ah,” “well”
Silence	Strategic pauses that communicate meaning

- **Vocal Tone:** Conveys emotions (excitement, boredom, sarcasm)
- **Volume:** Emphasizes importance or indicates emotional state
- **Speed:** Fast speaking might indicate excitement or nervousness
- **Pitch:** High pitch may show surprise; low pitch can suggest seriousness

**Mnemonic**

TVPS: Tone, Volume, Pace, Silence

OR

**Question Question 5(c) [7 marks]**

marks

One of your customers has complained the curtains supplied by you are of inferior quality and not in accordance with the samples shown to him. Draft a reply expressing your regrets and showing willingness to replace the goods.

**Answer:**

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1 ELEGANT INTERIORS
2 123, Commercial Complex
3 Ahmedabad - 380001
4 Tel: 079-12345678 | Email: support@elegantinteriors.com
5
6 February 1, 2024
7
8 Mr. Rajesh Mehta
9 45, Green Park Society
10 Ahmedabad - 380015
11
12 Subject: Response to Complaint Regarding Curtain Quality
13
14 Dear Mr. Mehta,
15

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Reference: Your complaint letter dated January 25, 2024

I sincerely apologize for the inconvenience caused to you regarding the curtains supplied by our company  
→ that did not match the quality of the samples shown to you.

At Elegant Interiors, we pride ourselves on maintaining high quality standards, and I regret that we have  
→ fallen short of these standards in your case. After investigating the matter, we found that there  
→ was an unfortunate mix-up in our inventory, resulting in the dispatch of a different quality  
→ material than what was agreed upon.

We understand your disappointment and are committed to resolving this issue promptly. We would like to  
→ offer the following solution:

1. We will collect the current curtains from your residence at a time convenient to you.
2. We will replace them with new curtains that match exactly with the samples shown to you, at no  
→ additional cost.
3. As a goodwill gesture, we would like to offer a 15% discount on your next purchase from our store.

Our representative will contact you within 48 hours to arrange the collection and replacement. Please feel  
→ free to contact me directly at 9876543210 if you have any questions or need further assistance.

Once again, please accept our sincere apologies for this unfortunate situation. We value your business and  
→ look forward to serving you better in the future.

Yours sincerely,

[Signature]

Manager

Customer Relations Department

Elegant Interiors