

Communication Skills Solutions

4300002 – Winter 2023

Semester 1 Study Material

Detailed Solutions and Explanations

Question 1(a) [3 marks]

Solution

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.

Whose note was handed over to Bob in the end?

Solution

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.

What is the role played by the horse in this poem?

Solution

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.

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

Solution

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.

What promises do you think the poet has to keep?

1. What was the author’s attitude towards men?

Solution

..... is called Hill of Fairies (d) Pari Tibba

Solution

The location of the story The Leopard is near (b) Mussoorie

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

Solution

- (a) farmhouse
4. What is meant by “mind is without fear and head is held high”.

5.

Solution

- (a) to be fearless and self-respecting

Question 1(c) [7 marks]**Solution**

Rahul Roy
123, Student Quarters
Gujarat Technological University
Ahmedabad - 380015

February 1, 2024

The Sales Manager
ABC School Supplies
45, Industrial Area
Vadodara - 390010

Subject: Complaint Regarding Incomplete Delivery of Compass Boxes

Dear Sir/Madam,

Reference: Purchase Order No. SR/CB/2024/78 dated January 15, 2024

I am writing to express my dissatisfaction regarding the recent delivery of compass boxes ordered by me.

As per my purchase order, I had ordered 500 compass boxes, but the consignment delivered on January 30,

This shortage has caused significant inconvenience as these items were urgently required for distribution.

I request you to expedite the delivery of the remaining 25 compass boxes immediately. Alternatively, please

I look forward to your prompt action in resolving this matter.

Yours sincerely,

Rahul Roy
Mobile: 9876543210
Email: rahul.roy@email.com

OR**Solution**

From: purchase@techinnovations.com
To: sales@electronicstore.com
Subject: Request for Catalog and Quotation of Electronic Goods

Dear Sir/Madam,

I am writing on behalf of Tech Innovations Ltd., a leading IT services company based in Ahmedabad.

We are looking to purchase the following electronic items for our newly established office:

1. Laptop computers - 20 units (i5 processor or higher)
2. Desktop computers - 15 units (with minimum 8GB RAM)
3. LED projectors - 5 units
4. Multi-function printers - 8 units
5. Wireless routers - 10 units

We request you to kindly send us your latest illustrated catalog featuring these items along with a detailed description of each item.

- Technical specifications of each product
- Unit prices and applicable discounts for bulk purchase
- Warranty information
- Delivery timeframe
- Payment terms and conditions

As we need these items urgently for our new office, we would appreciate receiving your response by February 15th.

Thank you for your attention to this request. We look forward to doing business with you.

Sincerely,

Purchase Manager
Tech Innovations Ltd.
Ahmedabad, Gujarat
Tel: 079-12345678
Email: purchase@techinnovations.com

Question 2(a) [3 marks]

Solution

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 2(b) [4 marks]

Solution

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

Table 3: 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 2(c) [7 marks]

Solution

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

Where was the speaker going? What stopped him on the way?

Solution

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.

What did the stranger say to the policeman?

Solution

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.

Why did the author return to mountains?

Solution

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.

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

Solution

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.

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

Solution

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.

How does the poet describe ‘heaven of freedom’?

1. How does the poet describe the old habit?

Solution

OR

Question 2(a) [3 marks]

Solution

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

Table 5: 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”

Question 2(b) [4 marks]

Solution

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”

Question 2(c) [7 marks]

Solution

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.

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

Solution

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.

What kind of man was his friend Jimmy?

Solution

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.

What happened when the leopard sensed the author’s presence?

Solution

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.

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

Solution

“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.

What according to the speaker will surprise the horse?

Solution

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.

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

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

Solution

Question 3(a) [3 marks]

- 1.
- 2.
- 3.

Question 3(b) [4 marks]

- 1.
- 2.
- 3.

4.

Question 3(c) [7 marks]

Solution

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 3(a) [3 marks]

- 1.
- 2.
- 3.

Question 3(b) [4 marks]

- 1.
- 2.
- 3.
- 4.

Question 3(c) [7 marks]

Solution

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 4(a) [3 marks]

- 1.

2.
3.

Question 4(b) [4 marks]

1.

Solution

- Ramesh prepared all the questions.
2. The files/the peon/in the shelf/was arranging

Solution

- The peon was arranging the files in the shelf.
3. Whose/the boy/pen is missing/complained/to Sir

Solution

- The boy complained to Sir whose pen is missing.
4. Are/what/you/now/doing?

Question 4(c) [7 marks]

1.
2.
3.
4.
5.
6.
7.

OR

Question 4(a) [3 marks]

1.
2.
3.

Question 4(b) [4 marks]

1.

Solution

- SVO
2. People/ cried.

Solution

- SV
3. The winner was rewarded.

Solution

SV

4. They / came / suddenly.

Question 4(c) [7 marks]

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Question 5(a) [3 marks]

Solution

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

Table 7: 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 5(b) [4 marks]

Solution

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

Table 9: 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 5(c) [7 marks]

Solution

From: sales@brighttoysltd.com
To: customer@email.com
Subject: RE: Inquiry About Prices of Plastic Toys

Dear [Customer's Name],

Thank you for your email dated [Date] inquiring about the prices of our plastic toys. We appreciate your interest.

We are pleased to provide you with the following price information:

1. Educational Building Blocks (Set of 50) - 450 per set
2. Animal Figurines (Set of 12) - 350 per set
3. Toy Vehicles (Assorted) - 200-300 per piece depending on size
4. Doll Houses with Furniture - 1,200 per set
5. Action Figures - 250-400 per piece depending on complexity

For bulk orders (more than 50 pieces), we offer a 15% discount on the listed prices. All our toys are made from high-quality materials.

We have attached our complete product catalog with detailed specifications and additional product images.

If you have any other questions or would like to place an order, please feel free to contact us. We look forward to hearing from you.

Best regards,

Sales Manager
Bright Toys Ltd.
Tel: 079-98765432
Email: sales@brighttoysltd.com
Website: www.brighttoysltd.com

OR

Question 5(a) [3 marks]

Solution

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

Table 11: 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"

Question 5(b) [4 marks]

Solution

Paralanguage refers to how we say things rather than what we say - the vocal but non-verbal components of communication.

Table 13: 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"

Question 5(c) [7 marks]

Solution

ELEGANT INTERIORS
123, Commercial Complex
Ahmedabad - 380001
Tel: 079-12345678 | Email: support@elegantinteriors.com

February 1, 2024

Mr. Rajesh Mehta
45, Green Park Society
Ahmedabad - 380015

Subject: Response to Complaint Regarding Curtain Quality

Dear Mr. Mehta,

Reference: Your complaint letter dated January 25, 2024

I sincerely apologize for the inconvenience caused to you regarding the curtains supplied by our company.

At Elegant Interiors, we pride ourselves on maintaining high quality standards, and I regret that we have let you down.

We understand your disappointment and are committed to resolving this issue promptly. We would like to assure you that:

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 reach out if you have any further questions.

Once again, please accept our sincere apologies for this unfortunate situation. We value your business greatly.

Yours sincerely,

[Signature]
Manager
Customer Relations Department
Elegant Interiors

