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NMAM INSTITUTE OF TECHNOLOGY, NITTE

(An Autonomous Institution affiliated to VTU, Belagavi)

First Semester B.E. (Credit System) Degree Examinations

Make up Examinations – January 2016

15HU114 – ENGLISH AND COMMUNICATION SKILLS

Time: 3 Hours

Max. Marks: 100

Note: Answer Five full questions choosing One full question from each Unit.**Unit – I**

- | | | |
|---|----|-----|
| a) Transcribe the following words and mark the primary stress.
i) Account ii) Pen iii) Drink iv) Flight v) Democracy
vi) Reason vii) Delete viii) Union ix) Prompt x) Night | 05 | L*3 |
| b) What is word stress? State any four rules to substantiate. | 05 | L1 |
| c) List differences between British and American accent with examples. | 05 | L1 |
| d) Discuss 'Word Stress' in connection to compound words. | 05 | L2 |
| a) Transcribe the following words and mark the primary stress.
i) Mother ii) Page iii) Tub iv) Rehearse v) Fashion
vi) Common vii) Bow viii) Change ix) Above x) Hurt | 05 | L3 |
| b) Define and distinguish between Falling and Rising tones. | 05 | L1 |
| c) List out the weak forms and strong forms of Auxiliaries. | 05 | L1 |
| d) Discuss the problem sounds in English with examples. | 05 | L2 |

Unit – II

- | | | |
|---|----|----|
| a) What is communication? How does communication take place? What are the different modes and situations? | 10 | L1 |
| b) What are the qualities of effective communication? | 05 | L3 |
| c) Turn each of the following into a polite request.
i) Open the door(To a stranger)
ii) Lend me your camera for a day(To a neighbor)
iii) Buy a drink for me(To a friend)
iv) Turn off the fan(to a senior colleague)
v) Send me a mail on this.(To a junior colleague) | 05 | L1 |
| a) How do you ask for help? List a few expressions to offer help and accept help. | 10 | L2 |
| b) What are the qualities of an effective communicator? | 05 | L1 |
| c) List out the various forms of greeting people. | 05 | L1 |

Unit – III

- a) Read the passage and answer the questions that follow:
The phone rang at Pratt Taylor's house at nearly three in the morning.
Pratt fumbled for the phone in the dark. He answered groggily after the fourth ring.

"Hello," Pratt mumbled into the receiver.

"Mr. Taylor. Thank goodness. I need your help."

Pratt knew the voice, for sure. But still drowsy, he could not quite place it.

"Mr. Taylor!" the man said again in a raspy, loud whisper. "I am in jail. I was allowed one phone call. I'm calling you."

Then, the fog cleared. Although nearly ten years had passed since their last encounter, Pratt was able to discern something familiar in this voice. It belonged to a boy named Martin Hall, easily one of the most brilliant math students he had ever taught. But while Pratt recalled that Martin possessed an enviable aptitude for math, he also had a knack for getting into trouble.

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Still, they had forged a strong student-teacher bond, and when Martin graduated from Linebrook High School, Pratt had told him, "Call me if there is anything you ever need."

So here it was –the call in the middle of the night.

"Yes, Martin. Is that you?"

"Yes, Mr. Taylor. Can you help?"

"What do you need?"

"Bail money."

"What did you do?"

"We'll talk about that later. Can you get me one thousand bucks?"

Pratt knew he could, but he was hesitant. What had Martin done? What was Pratt getting himself into? Pratt's belief in honoring his word determined his decision. "Yes, I can. Where shall I bring it?"

"I'm at Jessup in Maryland. My brother will come by your place in the morning. Give the money to him, and he will come and bail me out."

"Okay"

Upon hanging up the phone, Pratt was overcome by a dreadful feeling—his intuition told him that the decision to bail Martin out would be one that would vex him for a very, very long time

- i) As used in the beginning of the story, if someone is feeling drowsy how might he or she most likely act? L1
 - ii) The beginning of the story states: "Then, the fog cleared." What is meant by this sentence? 10 L4
 - iii) As used in the middle of the story, which is the best synonym for aptitude? 05 L4
 - iv) As used at the end of the story, which is the best antonym for hesitant? 05 L4
 - v) Which best explains why Pratt decided to get the money for Martin? 05 L4
 - vi) Which best describes the Martin who Pratt remembers? 05 L4
 - vii) How does Pratt's mood change from the beginning to the end of the passage?
 - viii) What does the last line of this passage seem to suggest? 05 L4
 - ix) As used at the end of the story, which is the best antonym for vex? 05 L4
 - x) Suggest a suitable title for the passage.
- b) What is the basic idea on which the 'Six Hats method' of thinking works? 05 L4
- c) Discuss the connection between the challenges faced by the cockroach and the difficulties faced by the humans as portrayed in "The Cockroach". 05 L4
- a) Rewrite as directed
- Add appropriate question tag
 - Jack is from Spain.
 - You play the guitar.
 - Insert appropriate preposition
 - You should explain this them.
 - I haven't been to the theatre a long time.
 - Insert appropriate articles
 - I borrowed _____ pencil from your pile of pencils and pens.
 - He returned home after _____ hour.
 - _____ lion is the king of beasts.
 - Fill in the blanks with correct forms of the verb in the brackets:
 - He _____ (win) a prize for standing first in the quiz competition.
 - We got our roof _____ (repair) before the rainy season.
 - I _____ (wait) since morning.

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- b) Analyze what R.K.Narayan means by the statement "Headache is essential in maintaining human relationships in working order."
c) How does the caller outwit the white landlady in the 'Telephone Conversation'?

05 L4
05 L4

Unit – IV

- a) What question would you ask for each of the following situations?
i) You want to know the caller's credit card number.
ii) You want to know when you will receive a reply to your letter
iii) You want to know the spelling of the Directors name
iv) You want to know where you should meet your friend in the evening
v) You would like to know the mode of payment of fees.
- b) What do you do when answering calls? Illustrate with some phrases for answering personal and business calls.
- c) What are the advantages and disadvantages of telephone communication?
- d) What are the different types of calls? Give examples.
- a) What do you mean by telephone etiquette? List out common Telephone Manners.
- b) What would you say when the person the caller wants to speak to is unavailable in the below situations:
i) The person is speaking on his mobile.
ii) The person is on leave.
iii) The person is busy at the moment.
iv) The person is in a meeting.
v) The person is not available right now.
- c) What are the stages of a telephone call? List with appropriate phrases and responses.
- d) What kind of preparation is required before making professional calls?

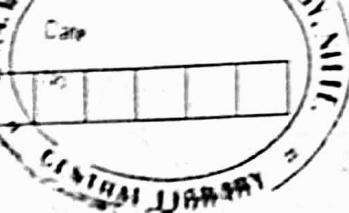
05 L3
05 L1
05 L5
05 L1
05 L2
05 L1
05 L1
05 L2
05 L1
05 L2
05 L1
05 L2
05 L1
05 L2

Unit – V

- a) Draft a letter of application along with a resume to the following advertisement.
Wanted a Project Manager (operations) at our new campus in Bengal. Software engineers with minimum 5 years of experience as Managers can apply. Salary negotiable. Apply with particulars to Box 650, The Times of India, Bangalore, by 30 December 2015.
- b) Write a note on the determinants of personality.
- c) What are the different types of leadership? Justify.
- a) Discuss the various stages of a short formal speech.
- b) Does body language play an important role in the personality of any individual?
Substantiate with examples.
- c) What are the qualities of a successful leader?

10 L1
05 L2
05 L1
05 L6
10 L2
05 L4
05 L6
05 L1

Bloom's Taxonomy, L* Level



NMAM INSTITUTE OF TECHNOLOGY, NITTE
(An Autonomous Institution affiliated to VTU, Belagavi)
Second Semester B.E. (Credit System) Degree Examinations
April - May 2016

15HU114 – ENGLISH AND COMMUNICATION SKILLS

Time: 3 Hours

Max. Marks: 100

Note: Answer Five full questions choosing One full question from each Unit.

Unit – I

Marks BT*

Transcribe the following words and mark the primary stress.

- | | | | | | |
|-----------------|--|--|--|--|--|
| I. Conduct (n) | | | | | |
| II. Conduct (v) | | | | | |
| III. Tuesday | | | | | |
| IV. Language | | | | | |
| V. Sociology | | | | | |
| VI. Science | | | | | |
| VII. Principal | | | | | |
| VIII. Says | | | | | |
| IX. Clerk | | | | | |
| X. Food | | | | | |

05 L3

05 L2

05 L1

05 L3

What do you mean by stress in English Language? State any 4 rules of stress.

Write a note on rhythm and intonation in English Language.

List out the normal weak forms and strong forms of the auxiliary words.

Transcribe the following words and mark the primary stress.

- | | | | | | |
|-----------------|--|--|--|--|--|
| I. Electric | | | | | |
| II. Electricity | | | | | |
| III. Music | | | | | |
| IV. Musician | | | | | |
| V. Operate | | | | | |
| VI. Operation | | | | | |
| VII. Office | | | | | |
| VIII. Official | | | | | |
| IX. Particular | | | | | |
| X. Geography | | | | | |

05 L3

05 L3

05 L2

05 L1

List the differences between British and American English with examples.

State the forms of the auxiliary words.

Write a note on stress rules in English Language.

Unit – II

What do you perceive from the word 'Communication'? What differences do you infer between spoken communication and written communication?

10 L5

05 L3

In your understanding, point out the qualities a good communicator have?

Turn each of the following into polite requests:

- | | | | | | |
|--|--|--|--|--|--|
| I. Open the window. (To a friend) | | | | | |
| II. Send me a message. (To a senior colleague) | | | | | |
| III. Lend me your pen for the lab. (To a classmate) | | | | | |
| IV. Offer us some juice. (To a waiter) | | | | | |
| V. Write a letter to the Principal. (Teacher to student) | | | | | |

05 L2

What are the reasons for communication to break? Support your stand with examples.

10 L1

- b) 15HU114 Which is the most common expression for requests? Give a formal and informal situation as well as a response for a request to pass a glass of water.
- c) In normal terms, what should be done before asking for permission? Give two expressions each asking for permission and denying permission.

Unit – III

5. a) Read the passage and answer the questions that follow:
- While you might hear, say, Nirvana covering a Leadbelly song, or John Cougar Mellencamp and Bruce Springsteen paying lip service to Woody Guthrie, and all manner of bands showing up with acoustic instruments on MTV's unplugged show, the influence of traditional folk on today's rock is pretty small. The "anti-folk" scene of the late 1980s, an attempt by New York musicians to provide an acoustic based heir of sorts to the hootenannies of the 50s and 60s, had minimal impact, the Washington Squares attempting to mimic the "beatnik folk" of Peter, Paul & Mary was a failure on all counts.
- Many fine performers of the last couple of decades have been labelled as folk because their arrangements are largely acoustic, but really belong more in the singer-song writer camp rather than traditional music, their category is often more a function of the audiences they play for, or the fact that acoustic guitars are at the forefront of their arrangements. Hence you might find, Kate Wolf, Lucinda Williams, Tish Hinojosa, Mary McCaslin in folk sections, although they sing original, at times compelling materials about the here and now, are often not aware to using some electric instruments. Indeed, the music of these above performers is not terribly dissimilar from some artists commonly marketed as rock and pop musicians, like Joni Mitchell.

Some performers, who are in many respects troubadours in the folk tradition like Michelle Shocked or Phranc, are marketed as rock because that is where their audience is perceived to be, the Eleventh Dream Day offshoot.

- a) _____ and _____ are marketed as rock stars.
- b) The influence of traditional folk on today's rock is _____
- c) Discuss the impact of anti-folk scene.
- d) Why are performers of last couple of decades labelled as folk?
- e) Find the synonym of the word "real" from the passage.
- f) Find the antonym of the word "similar" from the passage.
- b) Discuss the Six Thinking Hats.
- c) What is the reason for the cockroach's restlessness?

6. a) Rewrite as directed.

- a) Add appropriate question tag.
- Jack is from Spain.
 - He hardly ever speaks.
 - You can play the guitar.
- b) Insert appropriate preposition.
- They went _____ the zoo last week with their teacher.
 - Isaac arrived _____ work early this morning.
 - Everybody was talking _____ him after the rumors spread.
- c) Insert appropriate articles.
- _____ Reindeer is a native of Norway.
 - He returned home after _____ hour.
- d) Fill in the blanks with correct forms of the verb in the brackets.
- He _____ (win) a prize for standing first in the quiz competition.
 - Have you _____ (carry out) my instructions?
- b) Discuss the statement "Headache is essential for maintaining human relations".
- c) Comment on the use of satire and irony in the poem 'Telephone Conversation'.

QUESTION**Unit - IV**

- What are the stages of a telephone call? List with appropriate processes and responses.
- Show our understanding of telephone etiquette? State common telephone manners.
- Show out the reasons that make you dissatisfied with a telephone call.
- In what ways can you be helpful during a telephone call?
- What things do you need to do while giving information on the phone?
- What are the advantages and disadvantages of telephone communication?
- Write out the preparation required during professional calls.
- List out at least five common practices before picking up the telephone receiver.

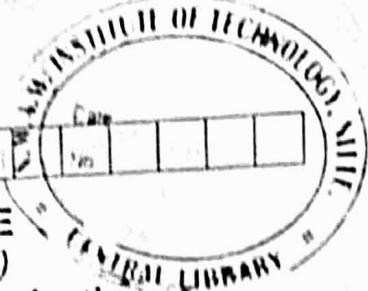
Q1	3	3	3
Q2	3	3	3
Q3	3	3	3
Q4	3	3	3
Q5	3	3	3
Q6	3	3	3
Q7	3	3	3
Q8	3	3	3
Q9	3	3	3
Q10	3	3	3
Q11	3	3	3
Q12	3	3	3
Q13	3	3	3
Q14	3	3	3
Q15	3	3	3
Q16	3	3	3
Q17	3	3	3
Q18	3	3	3
Q19	3	3	3
Q20	3	3	3

Unit - V

- Write an application and resume for the following advertisement.
- Post: Software Trainee, ASC Mysore
- Qualification: B.E.
- Fresher's Can apply.
- Candidates with excellent communication skills are preferred.
- Does body language play an important role in the personality of any individual?
- Substantiate with example.
- Write a few lines about any leader referring to the type of leadership.
- Write a short formal speech to deliver on Independence Day.
- Write a note on types of leadership.
- Write a few lines about any personality referring to the traits that has impressed you.

Q1	3	3	3
Q2	3	3	3
Q3	3	3	3
Q4	3	3	3
Q5	3	3	3
Q6	3	3	3
Q7	3	3	3
Q8	3	3	3
Q9	3	3	3
Q10	3	3	3
Q11	3	3	3
Q12	3	3	3
Q13	3	3	3
Q14	3	3	3
Q15	3	3	3
Q16	3	3	3
Q17	3	3	3
Q18	3	3	3
Q19	3	3	3
Q20	3	3	3

Bloom's Taxonomy, L² Level



NMAM INSTITUTE OF TECHNOLOGY, NITTE

(An Autonomous Institution affiliated to VTU, Belagavi)

First / Second Semester B.E. (Credit System) Degree Examinations

Make up / Supplementary Examinations – July 2016

15HU114 – ENGLISH AND COMMUNICATION SKILLS

Max. Marks: 100

in 3 Hours

Note: Answer Five full questions choosing One full question from each Unit.

Unit – I

Marks BT*

Transcribe the following words and mark the primary stress.

- i) Year ii) Bath iii) Then iv) Monthly v) Doubt vi) Doctor vii) Fall
- viii) Wonder ix) Vision x) Marry

5 L*3

What is rhythm and tone in English language? Define and distinguish between Falling and Rising tones.

5 L1

List the differences between British and American accent with examples you have learnt.

5 L1

Discuss the problem sounds in English with examples.

5 L1

Transcribe the following words and mark primary stress.

- i) Tab ii) Rust iii) Change iv) Great v) Wonder
- vi) Sunday vii) Examine viii) Operate ix) Toothbrush x) Grammatical

5 L3

What is word stress? State any four rules to substantiate.

5 L1

In compound words, which part of the words stressed? Give a few examples.

5 L1

List out the normal weak forms and strong forms.

5 L1

Unit – II

How does communication take place? What are the different modes and situations?

10 L2

How is spoken Communication different from Written Communication?

5 L2

What are the reasons for break in / barriers to communication?

5 L1

Which is the most common expression for request? Give a formal and informal situation and response for a request to pass a glass of water.

10 L2

List out the various forms of greeting people.

5 L3

List out a few useful phrases in:

- i) Introducing oneself
- ii) Introducing others
- iii) Being introduced when meeting for the first time.
- iv) Responding to a greeting
- v) Marking a request.

5 L4

Unit – III

Read the following passage and answer the question on it:

One of the greatest advances in modern technology has been the invention of computers. They are widely used in Industries and in Universities. Now there is hardly any sphere of human life where computers have not been pressed in to service of man. We are heading fast on the close of this present century towards a situation when a computer will be as much part of man's daily life as a telephone or a calculator.

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Computer is capable of doing extremely complicated work in all branches of learning. They can solve the most complex mathematical problems or put thousands of unrelated facts in order. These machines can be put to varied uses. For instance, they can provide information on the best way to prevent traffic, or they can count the number of times the word "and" has been used in the Bible. Because they work accurately and at high speed, they save the research workers hard work. This whole process by which machines can be used to work for us had been called 'automation.' In the 'automation' may enable human beings for more leisure than they do today. The coming of automation is bound to have important social consequences.

Some years ago an expert on automation, Sir Leon Bagrit, pointed out that it was mistake to believe that these machines could 'think'. There no possibility that human beings will be "controlled by machines". Though computers are capable of learning from their mistakes and improving on their performance, they need detailed instructions from human beings to operate. They can never, as it were, lead independent lives or "rule the world" by making decision of their own.

Sir Leon said that in future, computers would be developed which would be small enough to carry in the pocket. Ordinary people would than be able to use them to obtain valuable information. Computers could be plugged into a national network and be used like radios. For instance, people going on holiday could be informed about weather conditions. Car drivers can be given alternative routes when there are traffic jams. It will also be possible to make tiny translating machines. This will enable people who do not share a common language to talk to each other without any difficulty or to read foreign publication. It is impossible to assess that importance of a machine of this short, for many international misunderstandings are caused simple through our failure to understand each other. Computers will also be used in ordinary public hospital, by providing a machine with a patient's system's; a doctor will be able to diagnosis the nature of illness. Similarly machines could be used to keep a check on a patient's health record and bring it up to date. Doctors will there for have immediate access to a great many facts which will help in their work. Bookkeepers and accountants too could be relieved of dull clerical work, for the tedious task of compiling and checking lists of figures could be done entirely by machines. Computers will also be able to tell the exact the age a man is going to live, with the help of his blood pictures. Computers are the most efficient servants man has ever had and there is no limit to the way they can be used to improve our life style and life.

- i) What is the greatest advancement in modern technology?
- ii) Explain Automation.
- iii) What was the prediction of Sir Leon about the computers in future?
- iv) Name the areas where computers can be effectively used.

Find word in the above passage which conveys the similar meaning for

- i) Difficult or complex
 - ii) Collect or arrange
 - iii) Another choice
 - b) How are the methods of thinking different from each other?
 - c) Describe the human characteristics given by Kevin Halligen to the Cockroach.
6. a) Fill in the blanks by choosing the correct word given within the brackets.
- i) Walking _____ (is / are) a good exercise for those interested in improving the status of their health.
 - ii) People respected George Washington because he was _____ (a / an) honest man who stood for truth all the time.

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- iii) The receptionist at the counter gave me a lot of _____ (information / informations).
- iv) Everyone _____ (want / wants) to be happy in this world.
- v) To live without working _____ (is / are) indeed shameful.
- vi) My pair of shoes _____ (are / is) torn and so I need to buy another pair.
- vii) I am _____ (coming / come) from Trichur, which is known as the cultural capital of Kerala.
- viii) The manager and the owner of the shop _____ (is / are) absent today.
- ix) Tea as well as coffee _____ (is / are) refreshing drink.
- x) Maria had returned from college when she _____ (cooked / was cooking) her dinner.
- b) Headache gives the sufferer a touch of importance. Justify. 5 L5
- c) Describe the racial factor in the poem "Telephone Conversation". 5 L5

Unit – IV

- a) Explain the preparations for a business call. 5 L2
- b) Enumerate the advantages and disadvantages of telephone as a medium of communication. 5 L2
- c) Make a note of important things to be kept in mind while giving information on the phone. 5 L1
- d) Write short notes on
i) Do's and Don'ts while answering a call. 5 L1
- a) Describe telephone Etiquette and list out common telephone manners. 10 L5
- b) Explain the stages of a telephone call with examples. 5 L2
- c) Write a short note on Telephonic messages. Give an example. 5 L1

Unit – V

- a) Write a letter of job application. Frame a CV with a minimum work experience of 4 years. 10 L2
- b) Write a note on Extrovert & Introvert Personalities. 5 L2
- c) Explain qualities of a good leader. 5 L2
- a) Describe the stages of a short formal speech. 10 L2
- b) Write a note on personality traits. 5 L1
- c) Does body language play an important role in the personality of any individual? Substantiate with examples. 5 L3

3
3 Bloom's Taxonomy, L* Level

2
1

1

5
5

10

NMAM INSTITUTE OF TECHNOLOGY, NITTE

(An Autonomous Institution affiliated to VTU, Belagavi)

First Semester B.E. (Credit System) Degree Examinations

November - December 2016

16HU114 – ENGLISH AND COMMUNICATION SKILLS

Max. Marks: 100

Duration: 3 Hours

Note: Answer Five full questions choosing One full question from each Unit.

Unit – I

Marks BT*

- a) Transcribe the word and mark the primary stress (i-v) and transcribe the words in IPA into English (vi-x).

i) face ii) book iii) mat iv) enough v) field vi) /ka:/ vii) /bi:t/ viii) /fɔ:t/
ix) /b3:θ/ x) /tʊk/

10 L*2

- b) What is word stress? State any four rules to substantiate.

5 L2

- c) Discuss the problem sounds in English with examples.

5 L3

- a) Transcribe the word and mark the primary stress (i-v) and transcribe the words in IPA into English (vi-x)

i) blood ii) attract iii) east iv) shun v) thick vi) /ə'baʊt/ vii) /prompt/
viii) /ænd/ ix) /ʌŋkl/ x) /ri:də/

10 L2

- b) What is IPA? Illustrate with examples.

5 L2

- c) What is rhythm and tone in English language?

5 L2

Unit – II

- a) How does communication take place? State the different modes of communication.

5 L2

- b) Discuss the qualities of a good communicator.

5 L3

- c) Which is the most common expression for requests? Give a formal and informal situation and the respective response in relation to a request to pass a glass of water.

5 L2

- d) List out a few useful phrases:

i) Introducing oneself
ii) Introducing others
iii) Being introduced when meeting for the first time
iv) Responding to a greeting
v) Meeting a prospective business person.

5 L4

- a) Discuss the barriers to communication.

5 L3

- b) Turn each of the following into polite requests.

i) Turn off the fan (to a stranger)
ii) Open the door (to your friend)
iii) Send me a mail on this (to a junior colleague)
iv) Give us some notes on this topic (to your teacher)
v) Lend me your camera for a day (to your neighbor who you don't know very well)

5 L4

- c) Why should the purpose be explained before asking for permission? Give a few expressions to deny permission.

5 L3

- d) Discuss the essentials of effective communication.

5 L3

Unit - III

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5. a) Rewrite as directed.
 a) Add appropriate question tags.
 i. You are a student.
 ii. He shouldn't say things like that.
 iii. She studied in New Zealand.
 b) Insert appropriate prepositions.
 iv. You should explain this _____ them.
 v. This material is different _____ that.
 vi. We should not spend money _____ luxuries.
 c) Insert appropriate articles.
 vii. We discussed _____ matter seriously.
 viii. He returned home after _____ hour.
 d) Fill in the blanks with correct forms of the verb in the brackets
 ix. Not one of them dreamt of doing what he never _____ (attempt) to do.
 x. I _____ (go) to my native place a week ago.
 b) What is the reason for the cockroach's restlessness?
 c) How did the drill inspector tackle the students who falsely complained of a 'splitting headache'?
6. a) Read the following passage and answer the questions that follow:
 But I did not want to shoot the elephant. I watched him beating his bunch of grass against his knees, with the preoccupied grandmotherly air that elephants have. It seemed to me that it would be murder to shoot him. I had never shot an elephant and never wanted to. (Somehow it always seems worse to kill large animal.) Besides, there was the beast's owner to be considered. But I had got to act quickly. I turned to some experienced-looking Burmans who had been there when we arrived, and asked them how the elephants had been behaving. They all said the same thing; he took no notice of you if you left him alone, but he might charge if you went too close to him.
1. The phrase 'Preoccupied grandmotherly air' signifies
 A. being totally unconcerned
 B. pretending to be very busy
 C. a very superior attitude
 D. calm, dignified and affectionate disposition
2. Name the figure of speech in the last sentence.
3. From the passage it appears that the author was
 A. an inexperienced hunter
 B. kind and considerate
 C. possessed with fear
 D. a worried man
4. True or False.
 A. This is an autobiographical piece of writing.
 B. Burmans are the least experienced with elephants
 C. The word 'charge' in the passage means cost.
 D. Elephants never attack anyone
- b) Why is there a brief period of silence during the telephone conversation?
 c) Of the six hats, which is the most important hat? Why?

Unit - IV

7. a) What kind of preparation is required before making professional calls?
 b) What are the different types of calls? Give examples.

What would you say when the person the caller wants to speak is:-

- i) On his mobile
 - ii) On leave
 - iii) Busy at the moment
 - iv) In a meeting
 - v) Not available right now
- d) Make a note of Do's and Don'ts while answering a telephone call.

- a) Identify a few things that a person should do which would help the listener while giving information. List a few useful expressions as examples. 5 L2
- b) Write a note on telephone etiquette. 5 L2
- c) Discuss the stages of a telephone call. 5 L3
- d) What do you think are the advantages and disadvantages of telephone as a medium of communication? 5 L2

Unit – V

- a) What are the leadership qualities of a successful leader? 5 L2
b) Do people from the same country have a common personality type? Explain. 5 L3
- c) Write an application and resume for the post of Software Trainee in Wisco Ltd, Mumbai.
Qualification: B.E (any stream)
Freshers can apply.
Additional software training is an added advantage. 10 L5
- a) Does body language play an important role in the personality of any individual?
Substantiate with examples. 5 L3
b) Write a note on personality traits. 5 L2
c) What are the stages in a short formal speech? Explain each stage with its factors. 10 L3

2 Bloom's Taxonomy, L* Level
