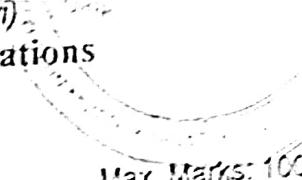


NMAM INSTITUTE OF TECHNOLOGY, NITTE
(An Autonomous Institution affiliated to VTU, Belagavi)
First Semester B.E. (Credit System) Degree Examinations
Make up Examinations - January 2017
16HU114 - ENGLISH AND COMMUNICATION SKILLS



Max. Marks: 100

Duration: 3 Hours

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

Marks	BT*
-------	-----

Unit - I

1. a) Transcribe the words into IPA and mark primary stress
 i) seat ii) birth iii) above iv) gold v) diagram
 vi) geography vii) positive viii) forgive ix) thermometer x) future 5 L4
 b) Write a note on 44 sounds of the IPA. 5 L1
 c) What is word stress? Mention four rules of word stress with examples. 5 L2
 d) Comment on the weak and strong forms of auxiliaries. 5 L2
2. a) Transcribe the words into IPA and mark primary Stress
 i) English ii) economic iii) bow(v) iv) toothbrush v)democracy
 vi) special ii) uncle viii) rehearse xi) rose x) develop
 xi) forgive xii) official xiii) particular xiv) seniority xv) delete
 xvi) bank xvii) fashion xviii) horse xix) tomorrow xx) water 10 L4
 b) Grammatical words also have its 'strong' forms. Justify. 5 L3
 c) Describe the followings:
 a) Rhythm 5 L2
 b) Intonation

Unit - II

5	L2
---	----

3. a) Write a note on semantic barrier.
 b) List out a few useful phrases in:
 i) Introducing oneself ii) Introducing others
 iii) Being introduced when meeting for the first time.
 iv) Introducing an eminent person v) Introducing your colleague 5 L4
 c) State 5 expressions for offering help. What expressions are used for declining help?
 'Misunderstanding in communication also occurs due to individual differences'.
 Illustrate. 5 L3
4. a) 'What is spoken is not what may be heard and what is heard may not be what is understood.' Illustrate with regard to barriers to communication. 10 L4
 b) What are the qualities one should have to become an effective communicator? 5 L2
 c) why the purpose should be explained before asking for permission? Give a few expressions to ask and deny permission. 5 L3

Unit - III

5. a) 1.The Alaska pipeline starts at the frozen edge of the Arctic Ocean. It stretches southward across the largest and northernmost state in the United States, ending at a remote ice-free seaport village nearly 800 miles from where it begins. It is massive in size and extremely complicated to operate.

16HU114

2. The steel pipe crosses windswept plains and endless miles of delicate tundra that tops the frozen ground. It weaves through crooked canyons, climbs sheer mountains, plunges over rocky crags, makes its way through thick forests, passes over or under hundreds of rivers and streams. The pipe is 4 feet diameter, and up to 2 million barrels (or 84 million gallons) of crude oil can be pumped through it daily. Resting on H-shaped steel racks called "bents," long sections of the pipeline follow a zigzag course high above the frozen earth.

3. Other long sections drop out of sight beneath spongy or rocky ground and return to the surface later on. The pattern of the pipeline's up-and-down route is determined by the often harsh demands of the arctic and subarctic climate, the tortuous lay of the land, and the varied compositions of soil, rock, or permafrost (permanently frozen ground). A little more than half of the pipeline is elevated above the ground. The remainder is buried anywhere from 3 to 12 feet, depending largely upon the type of terrain and the properties of the soil.

4. One of the largest in the world, the pipeline cost approximately \$8 billion and is by far the biggest and most expensive construction project ever undertaken by private industry. In fact, no single business could raise that much money, so 8 major oil companies formed a consortium in order to share the costs. Each company controlled oil rights to particular shares of land in the oil fields and paid into the pipeline-construction fund according to the size of its holdings. Today, despite enormous problems of climate, supply shortages, equipment breakdowns, labor disagreements, treacherous terrain, a certain amount of mismanagement, and even theft, the Alaska pipeline has been completed and is operating.

- i) What does the passage primarily discuss?
- ii) What does the word 'it' in the first paragraph refer to?
- iii) The phrase "Resting on" in the second 2 paragraph is closest in meaning to
 - 1. Consisting of
 - 2. Supported by
 - 3. Passing under
 - 4. Protected with
- iv) The author mentions all of the following as important in determining the pipeline's route EXCEPT the
 - 1. climate
 - 2. lay of the land itself
 - 3. local vegetation
 - 4. kind of soil and rock
- v) The word "undertaken" in the fourth paragraph is closest in meaning to
 - 1. removed
 - 2. selected
 - 3. transported
 - 4. attempted
- vi) Which of the following determined what percentage of the construction costs each member of the consortium would pay?
 - 1. How much oil field land each company owned?
 - 2. How long each company had owned land in the oil fields?
 - 3. How many people worked for each company?
 - 4. How many oil wells were located on the company's land?
- vii) What problems did the construction of the pipeline undergo?
- viii) How do companies tackle the project?

16HU114

'Thinking Hats' is considered a sophisticated method of thinking?
Do you think the cockroach is given human characteristics in 'The

selected.

Ans Question Tags:

- Animals can't speak.
- He won't come today
- Let's go to a movie tonight.
- Rony knows how to count.

Fill in the blanks:

- The teacher gave a test paper to every _____ in the class.
a) students b) student c) of student d) of students
- She knows _____ about butterflies.
a) anything b) anyone c) nothing d) no one
- It's almost four thirty. What time _____ leave for the airport?
a) does she have to b) do she have to c) does she has to d) she has to
- Neither my dad nor my brothers _____ (know) how to drive.
- These _____ (cloth) are too small for me.
- Peter doesn't _____ (like) vegetables

- b) What is Narayan's view on the term 'Indisposition' in 'Headache'?
c) Describe how the feelings of the caller change at different points in the poem 'Telephone Conversation'.

Unit - IV

- What kind of preparation is required before making professional calls?
 - Distinguish between personal calls and business calls.
 - Draw a message card and explain the items of information that should be included in the message card?
 - What expressions do we use for making requests? Mention a few responses for the requests made?
1. a) What do you mean by telephone etiquette? List out common telephone manners.
b) Explain with examples how people identify themselves and say who they want to speak to while making a call.
c) Throw some light upon different stages of a telephone call?

Unit - V

1. a) Write an application for the post of Assistant Manager in NMAM Pvt. Ltd.
b) Enclose a resume.
c) What are the types of leadership?
A person is known by the friends he or she has. Explain.
2. a) Examine the stages of short formal speech.
b) A leader is different from a manager. Explain
c) Write a note on any famous personality of your choice and discuss the influence on you.

NMAM INSTITUTE OF TECHNOLOGY, NITTE
(An Autonomous Institution affiliated to VTU, Belagavi)
First Semester B.E. (Credit System) Degree Examinations
April - May 2017

16HU114 – ENGLISH AND COMMUNICATION SKILLS

Duration: 3 Hours

Max. Marks: 100

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

Unit – I

- | | Marks | BT* |
|--|-------|-----|
| 1. a) Transcribe the words and mark the primary stress (i-v) and transcribe the words in IPA into English (vi-x). | | |
| i) canteen ii) book iii) van iv) judge v) delete
vi) /'blæd/ vii) /'θɪk/ viii) /'ʃi:ld/ xi) /'ækt/ x) /ɑ:t/ | 10 | L*3 |
| b) List out the normal weak forms and strong forms of auxiliaries. | 05 | L1 |
| c) Discuss the problem sounds in English with examples. | 05 | L2 |
| 2. a) Transcribe the words and mark the primary stress (i-v) and transcribe the words in IPA into English (vi-x). | | |
| i) start ii) see iii) gain iv) race v) sun
vi) / dɪ'veləp/ vii) / endʒɪ'nɪə/ viii) / 'edʒʊkeɪt/ xi) / rɪtʃ/ x) / mein'tein/ | 10 | L3 |
| b) List the differences between British and American accent with examples. | 05 | L1 |
| c) What is word stress? State any four rules to substantiate. | 05 | L2 |

Unit – II

- | | | |
|---|----|----|
| 3. a) 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. | 05 | L2 |
| b) Discuss the qualities of a good communicator. | 05 | L2 |
| c) How is spoken Communication different from written communication? | 05 | L4 |
| d) True or False: | | |
| i) The highest ranking person is introduced to everyone else last. | 05 | L1 |
| ii) Introduce yourself. Never wait for someone to introduce you. | 05 | L1 |
| iii) Be prepared to re-introduce yourself if necessary. | 05 | L1 |
| iv) Indicate your first name, by repeating it twice, if you want to be addressed by your first name. | 05 | L1 |
| v) Respond to 'how do you do' with 'Fine, thank you'. | 05 | L1 |
| 4. a) How do you ask for help? List a few expressions. | 05 | L1 |
| b) Discuss the barriers to communication. | 05 | L2 |
| c) Discuss the essentials of effective communication. | 05 | L2 |
| d) 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) Introducing your colleague to the department. | 05 | L1 |

Unit – III

5. a) Rewrite as directed :
- Add appropriate question tags.
 - They went to the cinema.
 - They rarely eat in restaurants
 - They aren't happy with the results.
 - Insert appropriate prepositions.
 - They are called _____ different names.
 - He has been absent _____ Monday.
 - This material is different _____ that book.
 - Insert appropriate articles.
 - Kiran is _____ best student in the class.
 - Harishchandra was _____ honest king.
 - Fill in the blanks with correct forms of the verb in the brackets:
 - I was in a hurry, so I _____ time to phone you. (have)
 - I was tired so I _____ to bed early. (went)
- b) What is the basic idea on which the 'six hats method of thinking' works? 05
- c) Why does the poet use the word 'giant' to describe the cockroach? 05

10 L3
05 L2
05 L2

6. a) Read the following passage carefully and answer the questions that follow :
 During our childhood in Goa, the baker used to be our friend, companion and guide. He used to come at least twice a day. Once, when he set out in the morning on his selling round, and then again, when he returned after emptying his huge basket. The jingling thud of his bamboo woke us up from sleep and we ran to meet and greet him. Why was it so? Was it for the love of the loaf? Not at all. The loaves were bought by some Paskine or Bastine, the maid servant of the house! What we longed for were those bread bangles which we chose carefully. Sometimes it was sweet bread of special make.
- How did the people in Goa look at the baker?
 - What aroused the narrator from sleep in the morning when he was a child?
 - What did the narrator long for?
 - What does the narrator mean by 'some Paskine or Bastine'?
 - Find a word from the passage which means ringing or clinking sound?
 - Find the antonym of the word "fill" from the passage.
 - Baker came once in two days. Is this statement true or false?
- b) Explain what Narayan means by the statement 'Headache is essential for maintaining human relationship in working order'. Is he saying this in all seriousness? 05
- c) Discuss the poem 'Telephone Conversation'. 05

10 L2
05 L4
05 L2

Unit – IV

7. a) How is a telephonic message organized? What are the items of information that should be included in the message? Give two expressions for leaving messages. 05
- b) What would you say when
 - You can't hear the other person
 - You want her to repeat something
 - She is speaking too fast
 - You are struggling to hear the other person
 - You have difficulty in understanding the pronunciation
- c) What are the stages of a telephone call? List with appropriate phrases and responses. 05
- d) What kind of preparation is required before making professional calls? 05

05 L1
05 L2
05 L2

16HU114

8. 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. 05 L1
- b) Turn into indirect requests.
- i. Meet me at the lobby
 - ii. Make the picture a little darker
 - iii. Ask Lily to speak to me
 - iv. Send the report to me in two days
 - v. Call Anna and ask for a new folder.
- c) What are the different types of telephone calls? Give examples. 05 L2
- d) What makes you dissatisfied with a telephone call? 05 L2

Unit – V

9. a) Does body language play an important role in the personality of any individual? Substantiate with examples. 05 L4
- b) What are the different types of leadership? Justify. 05 L2
- c) Draft a covering letter and resume for the post of Project Manager in Infotic Ltd; Bengaluru.
Conditions: Any Engineering graduate with minimum two years experience as Assistant Manager can apply. Salary negotiable. 10 L3
10. a) Do people from the same country have a common personality type? Explain. 05 L4
- b) What are the leadership qualities of a successful leader? 05 L2
- c) What are things to be kept in mind while
 - i) Delivering a welcome address
 - ii) Proposing Vote of Thanks
 10 L2

BT* Bloom's Taxonomy, L* 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 2017
16HU114 – ENGLISH AND COMMUNICATION SKILLS
Duration: 3 Hours
Max. Marks: 100
Note: Answer Five full questions choosing One full question from each Unit.

- | | Unit – I | Marks BT |
|-------|--|-----------------|
| 1. a) | Transcribe the following words and mark the primary stress:
i) Pace ii) Premises iii) Sunday iv) Object(n) v) Engineer
vi) Haven vii) Conflict(n) viii) Music ix) Family x) Pen | 5 L3 |
| b) | 'Word stress is necessary in pronunciation'. Explain the following statement by listing the rules with examples to support your answer. | 5 L4 |
| c) | Explain what you understand by 'content' and 'grammatical' words. In what way do they affect auxiliaries in becoming weak forms? | 5 L2 |
| d) | Comment on British and American Accents. Also support your answer with examples. | 5 L1 |
| 2. a) | Transcribe the following words and mark the primary stress:
i) Myth ii) Ego iii) Office iv) Conduct(v) v) Communication
vi) Afflict vii) Examine viii) Operate ix) Toothbrush x) Been
xi) Spouse xii) Sunday xiii) Engineer xiv) Grammatical xv) Handbag
xvi) Afternoon xvii) Five xviii) Can xix) Hat xx) He | 10 L3 |
| b) | What is word stress? Enlist any 4 rules of word stress. | 5 L2 |
| c) | Mark whether the sentence carries a British or American Accent:
i) Tagore is a great Indian writer./ raider/ ()
ii) Washing / wɔ:sɪŋ / clothes isn't that easy for hostellers. ()
iii) The Congress / kongres/ was asked to come to the Assembly. ()
iv) Catchy tunes /tu:nz/ are important in radio broadcasting. ()
v) Dance /da:ns/ till you're tired. () | 5 L3 |
| | Unit – II | |
| 3. a) | 'Spoken communication is different from written communication.' Justify. | 5 L4 |
| b) | What do you understand from the word 'communication'? | 5 L2 |
| c) | List out the qualities of a good communicator. | 5 L1 |
| d) | Turn each of the following into polite requests:
i) Give way for a guest. (Teacher to a student)
ii) Know the details of your scholarship. (To the Academic Superintendent)
iii) Borrow this book for the presentation. (Student to the Librarian)
iv) Submit the assignment tomorrow. (To your teacher)
v) Draft a letter for me. (Junior colleague to Senior colleague) | 5 L3 |
| 4. a) | Substantiate on the barriers in communication? Support your stand with examples. | 10 L6 |
| b) | Do as directed:
i) You meet an eminent scientist in a Conference. Introduce yourself. (Write only the phrase)
ii) You should never introduce yourself first – always wait for someone to do this for you. (Mark True or False)
iii) Buy me a drink. (Turn into polite request)
iv) Could I / Can I (which expression is better in order of politeness)
v) The most common expression for making requests is (Fill in the blank) | 5 L6 |

c) 16HU114

Before asking for permission, what would be the ideal thing to do? Give two expressions each asking for permission and denying permission.

5. a)

Read the following passage carefully and answer the questions below:
 Baba and I had retreated to a patch of woods near the village. Eating lunch hadn't made Baba the least sleepy. So while curled up under the tree, he told me a tale of ups and downs:
 Once, there was a man who loved two things above everything else in this world. One was his son and the other was a pony. One morning, however, the man found that the pony had run away. 'You must feel terrible', a neighbour said when he heard the news. But the man looked calm. 'It's not over', he murmured. The next day the man woke up, and not only had the pony returned, but with him came a magnificent stallion. When he heard the news, the neighbour said, 'you must be overjoyed. You have your pony and a new horse that's twice as beautiful'. But the man looked calm and said, 'It isn't over'. The next day, when his son was out riding the white stallion, he fell off and broke his leg. The neighbour said, 'How much you must be suffering to see your son hurt'. But the man looked calm and said, 'It's not over'.
 The next day, the army came. They were taking away every able bodied man to go to war. But when they saw the young man with a broken leg, they left him behind and went away. The neighbour rushed over and said, 'How fortunate you are. Every man has to go to war except your son'.
 But the man only shrugged and said, 'it's never over'.
 The mind will always panic over ups and downs. But ups and downs will never end. That is just the nature of life.

- i. Who narrates the story of ups and downs?
 - ii. Where does the narrator tell the story?
 - iii. What does the man in the story lose?
 - iv. A stallion is
 - a. A boy
 - b. A horse
 - c. A bird
 - v. How did the man's son break his leg?
 - vi. Why did the army come?
 - vii. Why did the soldiers leave the man's son behind?
 - viii. What was the man's reply to the neighbour's comments?
 - ix. A tale of ups and downs means a story of
 - a. Joys and sorrows in life
 - b. Mountains and the sea
 - c. Heaven and hell
 - x. 'It is not over' means
 - a. The boy is going to fall again
 - b. Joys and sorrows will never end
 - c. The pony is going to run away again
- b) 'The Six Thinking hats method provide a good alternative to the ancient method of argument.' Elucidate this statement.
- c) 'Was this due payment for some vicious crime a former life had led to?' Substantiate this with reference to the poem 'The Cockroach'.

5 6. a)

7.

10

5

5

16HU114

6. a) Rewrite the sentences as directed:

Add suitable articles:

- i. He is _____ university scholar.
- ii. This is _____ boy who won the first prize.

Add suitable prepositions:

- iii. Shankar prefers coffee _____ tea.
- iv. Apples were distributed _____ the students.
- v. He killed two birds _____ one shot.

Add the appropriate form of the verb given:

- vi. She _____ (spend, spent) all her wealth foolishly.
- vii. A new bridge _____ been built along the river. (has, have)
- viii. Each of the boys _____ got a prize. (have, has)
- ix. He _____ not attend the classes regularly. (do, did)
- x. All of the snakes _____ mice. (catch, catches)

10 L6

5 L2

5 L2

- b) Is it true that 'Headache maintains human relationships in working order'? Explain with reference to the essay 'Headache'.

- c) Telephone Conversation is an attempt to answer racial issues. Comment.

Unit – IV

7. a) What are the stages of a telephone call? List with appropriate phrases and responses.

5 L1

5 L2

- b) Bring out reasons that make you dissatisfied with a telephone call.

5 L3

5 L5

- c) Bring out your understanding of 'telephone etiquette'? State common telephone manners.

5 L1

5 L2

- d) In what ways can you be helpful on a telephone call?

5 L4

8. a) What things do you need to do while giving information on the phone?

5 L1

5 L2

- b) Write out the preparation required in professional calls?

5 L1

5 L2

- c) What are the advantages and disadvantages of telephone communication?

5 L4

- d) List out at least five common practices done before picking up the telephone receiver.

5 L1

Unit – V

9. a) Write a letter of application with a resume for the following advertisement:
Wanted: Engineering Graduates with a minimum work experience of two years.
Apply with complete details within 20 days to the CEO, ESC Pvt. Ltd., Post Box
No.420, Fort, Mumbai- 400001.

10 L6

5 L2

5 L2

- b) Bring out the difference between an extrovert and introvert personality.

- c) Is there a difference between a leader and a manager? Explain.

- 10 L2

- a) What are the stages in a short formal speech? Explain each stage with its factors.

5 L6

- b) Write a few lines about a personality who has impressed you.

- c) 'Leaders become great, not because of their power but because of their ability to empower others'. Comment briefly on this statement.

5 L5

USN [] [] [] [] [] []

NMAM INSTITUTE OF TECHNOLOGY, NITTE
 (An Autonomous Institution affiliated to VTU, Belagavi)
 First Semester B.E. (Credit System) Degree Examinations
 November - December 2017

Duration: 3 Hours

17HU114 – ENGLISH AND COMMUNICATION SKILLS

Max. Marks: 100

- Note: Answer Five full questions choosing One full question from each Unit.
- a) Transcribe the following words into IPA and Mark the Primary Stress (I-V) and transcribe the words from IPA into English (VI-X). Marks BT*
- i) special ii) reason iii) enough iv) water v) fan
- vi) /ɪ'fekt/ vii) /'swɪ:t/ viii) /'ka:/ ix) /'geɪt/ x) /'faɪv/
- b) List out the normal weak forms and strong forms of Auxiliary verbs. 10 L*3
- c) List the differences between British and American accent of English language with examples. 05 L1
- a) Transcribe the following words into IPA and Mark the Primary Stress (I-V) and transcribe the words from IPA into English (VI-X). 05 L1
- i) doubt ii) paper iii) birth iv) sat v) doctor
- vi) /teɪb(ə)l/ vii) /'fæʃ(ə)n/ viii) /'gəuld/ ix) /'bi:t/ x) /'sæt/
- b) What is Rhythm and Tone in English Language? Define and distinguish between Falling and Rising tones. 10 L3
- c) What is word stress? State any four rules to substantiate. 05 L2
- Unit - II
- a) What is communication? What are the modes of communication? 10 L2
- b) What expressions are used to offer help and accept help? 05 L2
- c) List out a few useful phrases to:
- i) Introduce oneself
 ii) Introduce others
 iii) Greet when meeting for the first time being introduced
 iv) Respond to a greeting 05 L1
- a) What are the essentials and qualities of a good communicator? 10 L2
- b) List out formal and informal expressions of introducing you to others. 05 L1
- c) Turn each of the following into polite requests:
- i) Turn off the fan. (To your friend)
 ii) Send me a mail on this. (To a junior colleague at work)
 iii) Open the door. (To a stranger in the train)
 iv) Lend me your camera for a day. (To your neighbour)
 v) Give us some notes on this topic. (To your teacher) 05 L2
- Unit - III

- a) Read the following passage and answer the questions that follow:
- Unconsciousness is a state where a person appears to be in deep sleep from where he/ she cannot be awoken. The individual does not respond to any external stimuli, like sprinkling cold water on the face, and for that matter even painful ones like piercing with a pin, tingling a nerve etc. This insensible state is brought about by some interference in the normal functioning of the brain and the nervous system. Unconsciousness when partial is called stupor and when complete is called coma. In cases of stupor, the individual can be roused with difficulty but the eyelids cannot be opened due to resistance by the individual. In a coma, however there is no response when an individual is being called, the lid can be opened without any resistance.

17HU114

The usual case of unconsciousness includes fainting, sunstroke, concussion (brain injury), etc. Fainting is caused by the temporary reduction in the blood supply to the brain because of fright, unexpected good or bad news etc. People held up in stuffy places like the elevators often faint. A sudden fall in blood pressure can also cause fainting. The individual appears pale, becomes weak and slow, breathing becomes shallow and skin turns cold and clammy. Excessive summer heat can make the individual faint. Prolonged exposure to sun may cause sunstroke, which starts with headache, vomiting, dizziness, cramps or dryness of the throat.

Concussion commonly results in unconsciousness. Direct injury to the brain caused by either a blow on the head or a fall from a height etc may result in concussion. The patient may 'black out' for a short time. An individual could suddenly become unconscious due to a heart attack. The initial signs are vomiting, profuse sweating and pain on the left side of the chest.

- i) What is Unconsciousness?
- ii) Compare stupor and coma.
- iii) What are the causes of concussion?
- iv) List the initial signs of heart attack.
- v) _____ is the cause of temporary reduction of blood supply to the brain.
- vi) Find a word from the passage which means 'conflict'.
- vii) Find the antonym of the word 'permanent' from the passage
- viii) In stupor there is no response when an individual is called.{True/False}

- b) What are the advantages of de Bono's 'Six Thinking Hats' approach?
- c) Why do you think the poet has given human characteristics to the Cockroach?

6. a) Rewrite as directed

- a) Add appropriate question tag.
 - i. I couldn't come with you.
 - ii. Everyone is going.
 - iii. She will be hungry.
 - b) Insert appropriate preposition.
 - iv. He goes _____ school by car.
 - v. He has been absent _____ Monday.
 - vi. He poured the tea _____ the mug.
 - c) Insert appropriate articles.
 - vii. _____ ink in my pen is red.
 - viii. Our neighbour has _____ cat.
 - d) Fill in the blanks with correct forms of the verb in the brackets.
 - ix. Someone _____ (knock) at the door.
 - x. He _____ (study) hard these days.
- b) Explain what Narayan means by the statement 'Headache is essential in maintaining human relationship in working order'? Is he saying this in seriousness?
- c) Describe how the feelings of the caller change at different points in the poem 'Telephone conversation'.

Unit - IV

7. a) What do you mean by telephone etiquette? List out common Telephone etiquettes.
- b) What are the different types of calls? Give examples.
- c) List the Do's and Don'ts while answering a Telephone call.

10 L2
05 L2
05 L2

10 L1
05
05

05
05

17HU114

SEE – November – December 2017

- d) The person the caller wants to speak to is unavailable. What would you tell the caller in each case?
- i) The person is speaking on his phone
 - ii) The person is busy at the moment
 - iii) The person is on leave
 - iv) The person is not available right now
 - v) The person is in a meeting
- 05 L1
8. a) What are the stages of a telephone call? List with appropriate phrases and responses to be used in each stage. 05 L1
- b) What kind of preparation is required before making professional calls? 05 L2
- c) What are the advantages and disadvantages of telephone communication? 05 L2
- d) Turn into indirect requests.
- i. Meet me at the lobby
 - ii. Make the picture a little darker
 - iii. Ask Lily to speak to me
 - iv. Send the report to me in two days
 - v. Call Anna and ask for a new folder
- 05 L2
- Unit – V**
9. a) Write an application with a Resume for the following advertisement. Wanted Software Analysts. Engineering graduates of any discipline with minimum three years experience can apply with Resume to the HR Manager, AMC Technologies, Bengaluru. 10 L2
- b) Do people from the same country have a common personality type? Explain. 05 L4
- c) What are the different types of leadership? 05 L2
10. a) What are the stages in a short formal speech? Explain each stage with its factors. 10 L2
- b) What do you understand by personality and its traits? 05 L2
- c) What are the leadership qualities of a successful leader? 05 L2

BT* Bloom's Taxonomy, L* Level
