



SUMMER – 2015 EXAMINATION

MODEL ANSWER

Subject: Communication Skills

Subject Code: 17201

Important Instructions to Examiners:

- 1) The answers should be examined by key words and not as word-to-word as given in the model answer scheme.
- 2) The model answer and the answer written by candidate may vary but the examiner may try to assess the understanding level of the candidate.
- 3) The language errors such as grammatical, spelling errors should not be given more importance. (Not applicable for subject English and Communication Skills.)
- 4) While assessing figures, examiner may give credit for principal components indicated in the figure. The figures drawn by the candidate and those in the model answer may vary. The examiner may give credit for any equivalent figure drawn.
- 5) Credits may be given step wise for numerical problems. In some cases, the assumed constant values may vary and there may be some difference in the candidate's answers and the model answer.
- 6) In case of some questions credit may be given by judgment on part of examiner of relevant answer based on candidate's understanding.
- 7) For programming language papers, credit may be given to any other program based on equivalent concept.

Model Answer

Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	a)	Answer any TEN of the following questions in 25-30 words each: What is communication? Explain with a definition. Ans: Communication is an exchange of thoughts, messages, information or opinion through speech, signal, writing and/or non verbal expression. Definition: Communication is the process by which information is transmitted between individuals and/or organizations so that an understandable response results. (Peter Little) OR Communication is an exchange of facts, ideas, opinions or emotions by two or more than two persons. (Charles Summer & William Newman) <i>(Note: Any other correct definition of communication can be given full marks.)</i>	1	2
	b)	What is decoding? Who is the decoder of the message? Ans: Converting of the message and interpreting the same by the receiver is called decoding. It is understanding of the message. OR Decoding is the process wherein the receiver interprets the message in a code understandable to himself/herself. Receiver is the decoder of the message.	2 OR 2	
	c)	What is grapevine communication? Explain with example. Ans: Informal gossips or passing of information during lunch breaks, tea breaks or social gatherings is known as 'Grapevine communication'.	2	2



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.		<p>Grapevine communication is about recent news, controversies, personal problems etc. It is not time bound because the conversation is listless and goes beyond the scope of purpose. It is more casual and general in nature.</p> <p>Example : Gossips, hearsay, rumor, informal chat among peers, colleagues, groups</p> <p style="text-align: center;">OR</p> <p>If friends are discussing on a particular topic, it is not necessary that they conclude on the same topic. There can be discussion on entertainment, studies, friends, food, fashion etc.</p>	1	2
	d)	<p>What is role of feedback in communication process?</p> <p>Ans: Feedback is the most important and final link in the communication cycle. The role of feedback in communication process is as follows:</p> <ol style="list-style-type: none"> 1. Feedback indicates that the receiver has received the message. 2. It indicates whether proper understanding of the message is done or not. 3. Feedback enables the sender to modify his message according to the receiver's understanding. 4. Without feedback the communication process remains incomplete. <p><i>(Note: Answer may be written in paragraph form.)</i></p>	2	2
	e)	<p>Mention one solution to overcome language barrier.</p> <p>Ans: The following solutions can be used to overcome language barrier:</p> <p>1. Speak slowly and clearly Focus on clearly enunciating and slowing down your speech. Even if you're pressurized for time, don't rush through your communication. Doing so often takes more time, as miscommunication and misunderstanding can result and you'll ultimately have to invest additional time in clearing up the confusion.</p> <p>2. Ask for clarification If you are not totally sure of what you've understood of what others say, politely ask for clarification. Avoid assuming that you have understood what has been said.</p> <p>3. Frequently check for understanding Check that you have understood what has been said and that others have fully understood you. Practice reflective listening to check your own understanding (e.g. 'So what I hear you saying is...') and use open-ended questions to check other people's understanding. Ask, 'what's your understanding of this process?' instead of 'is that clear?'</p> <p>4. Avoid idioms Business language is often contextual, and therefore culture specific. For example, in the US, baseball terms are used extensively: 'Straight off the Bat,' 'Ballpark figures,' 'Out in left field,' 'Touch base,' 'Strike a deal'. As a good general rule, if the phrase requires knowledge of other information— be it a game or metaphor— recognize that this may make your communication more difficult to be understood.</p>	2	2

**2
Marks
for
any
one of
these.**



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.		<p>5. Be careful of jargon Watch the use of TLAs (Three Letter Abbreviations) and other organizational language that may not be understood by others. If you use them, provide in parentheses a description of what these are so that others can learn to use the same language you use.</p> <p>6. Define the basics of business In international business contexts, terms such as: 'success', 'meetings', 'punctuality', etc. may mean different things to different people. Spend time early in your communication defining what these mean to you and others. Invest in building a shared vocabulary.</p> <p>7. Be specific Spell out your expectations and deadlines clearly. Instead of, 'Please get back to me shortly,' say 'Please email the completed report by 5 pm on Wednesday, February 21.'</p> <p>8. Choose your medium of communication effectively Carefully choose your form of communication (phone or video conference, email, instant message, etc.). Be mindful not to 'overuse' email. While using, there are times when the medium is likely to be ineffective. When a message is complex and complicated or there is tension or conflict that needs to be resolved, switch to another medium.</p> <p>9. Provide information via multiple channels Follow phone calls with emails that summarize what has been said. When possible, provide presentations, agenda, etc. in advance so, those working in their non-native language can get familiar with materials.</p> <p>10. Be patient Cross-cultural communication takes more time. If not at all times, initially you cannot expect your communication to occur with the same speed and ease as when you are communicating with someone from your own culture. (Note: Any One solution explained correctly should be given marks.)</p>		2
	f)	<p>What are advantages of oral communication? Ans: Advantages of oral communication: i. It saves time and money. ii. It is interactive and has more flexibility. iii. Different shades of meaning can be conveyed. iv. It is useful for addressing a large group of people. v. It has freedom of speech and expression. vi. Message is conveyed quickly and quick feedback is possible. (Note: Any two advantages of oral communication should be given marks.)</p>	1 Mark per advan tage	2
	g)	<p>Define graphic communication. Ans: Communication that is done with graphs, charts, maps etc. is called as graphic communication.</p>	2	2



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	h)	<p>Explain horizontal communication. Give one example.</p> <p>Ans: When persons working at the same level communicate with each other in the organization, it is called as Horizontal communication.</p> <p>e.g. i) HR Manager communicate with Marketing Manager about the appointment of new team members.</p> <div style="text-align: center;"> <pre> graph LR HR[HR Manager] <--> Marketing[Marketing Manager] </pre> </div> <p><i>(Note: Example may vary.)</i></p>	1	2
	i)	<p>What is formal communication? Give one example.</p> <p>Ans: The communication in which certain norms, rules and regulations are followed is known as formal communication. Formal communication may follow any direction-vertical, horizontal or diagonal. The speaker has to take care of the choice of words. It is restricted to certain limit of time, hence it is time bound. It is also topic and language bound.</p> <p>Example of formal Communication: Managing director of Raj Electronics discusses with the production manager of Raj Electronics regarding fall in production of the company.</p>	1	
	j)	<p>What is generation gap?</p> <p>Ans: It is observed that there is difference in the way of thinking between the persons of different age groups. For a generation the difference of age is normally 18 to 20 years. This gap of age which causes differences in thinking is called generation gap.</p>	2	
	k)	<p>What is diagonal communication?</p> <p>Ans: Diagonal communication does not follow any set pattern as in the case of other forms of communication. This communication may be internal or external. A person working at a higher level of authority in his organization may be required to correspond with a person working at lower level in the same or another organization.</p>	2	
	l)	<p>Define verbal communication.</p> <p>Ans: Any form of communication where words are used to convey a message is known as Verbal communication. It has two forms namely oral and written.</p>	2	
2.	a)	<p>Answer any <u>FOUR</u> of the following:</p> <p>Classify the following examples into verbal and Non-Verbal communication or both. Make three columns:</p> <p>Raising hand, Speech, Report, Traffic signal, Chatting on Internet, Notice, Sign on speed breaker, Interview</p>		



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																																				
2.		Ans:																																						
		<table><tr><th>Description/Example</th><th>Verbal</th><th>Non-Verbal</th><th>Both</th></tr><tr><td>Raising hand</td><td>-</td><td>Non-Verbal</td><td>-</td></tr><tr><td>Speech</td><td>-</td><td>-</td><td>Both</td></tr><tr><td>Report</td><td>Verbal</td><td>-</td><td>-</td></tr><tr><td>Traffic signal</td><td>-</td><td>Non-verbal</td><td>-</td></tr><tr><td>Chatting on Internet</td><td>-</td><td>-</td><td>Both</td></tr><tr><td>Notice</td><td>Verbal</td><td>-</td><td>-</td></tr><tr><td>Sign on speed breaker</td><td>-</td><td>Non-verbal</td><td>-</td></tr><tr><td>Interview</td><td>-</td><td>-</td><td>Both</td></tr></table>	Description/Example	Verbal	Non-Verbal	Both	Raising hand	-	Non-Verbal	-	Speech	-	-	Both	Report	Verbal	-	-	Traffic signal	-	Non-verbal	-	Chatting on Internet	-	-	Both	Notice	Verbal	-	-	Sign on speed breaker	-	Non-verbal	-	Interview	-	-	Both	1/2 1/2 1/2 1/2 1/2 1/2 1/2 1/2	4
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b)	Select the channel (Medium) from the given options which will best suit for following purposes, if you were the sender (Options- Email, Gestures, Telephone, Notice, Memo, Posters)																																							
	Ans:																																							
	(i) to communicate with friend who is staying abroad- Telephone/Email		1																																					
	(ii) to warn employee to avoid misbehavior in the company- Memo		1																																					
	(iii) to communicate to a person who is dumb and deaf- Gestures		1																																					
	(iv) inviting your friends for a get together- Telephone/Email		1																																					
				4																																				
	c)	Explain Day Dreaming and Closed Mind as psychological barrier to communication.																																						
Ans: Day dreaming: In a communication situation, when the sender is delivering the message, the receiver sometimes loses concentration and becomes inattentive. This may be due to some other thought in the receiver’s mind. When the receiver shifts his/her focus from the content of the message to other thoughts, it is called day dreaming. Day dreaming acts as barrier in communication. Closed Mind: Closed Mind indicates having fixed opinions and beliefs about people, places and events. These fixed opinions are mental blocks which hinder the free flow of communication. For example, a person who has very high opinion about himself or herself is not very open to ideas and information coming from others.			2 2	4																																				



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
2.	d)	<p>The teacher is teaching the topic ‘Types of sentences’ in the classroom and all of sudden an aeroplane passes over the school. The students who are listening to the teacher get distracted and lose track of information being passed by the teacher to them. They are unable to answer the question. This loss of information is due to the noise created by the areoplane. Identify the type of barrier and give two measures to overcome this barrier.</p> <p>Ans: As the loss of information is due to the external noise i.e. noise created by the aeroplane, it is Physical Environmental Barrier.</p> <p>Measures to overcome the barrier:</p> <ol style="list-style-type: none"> 1. The teacher should stop the communication till the noise of areoplane is stopped. 2. The teacher can teach the part again. 	2	4
	e)	<p>‘Communication is a two way process’. Explain with diagram and example.</p> <p>Ans: Communication is a two way process as it involves the roles of sender and receiver. It is the process of sending and receiving information. Communication involves not only exchange of message but a rapid swap of roles of sender and receiver making it a cyclic process.</p> <p>The process of communication is as follows:</p> <pre> graph LR SENDER --> PLANNING PLANNING --> ENCODING ENCODING --> TRANSMITTING TRANSMITTING --> RECEIVER RECEIVER --> RECEIVING RECEIVING --> DECODING DECODING --> GIVING_FEEDBACK[GIVING FEEDBACK] GIVING_FEEDBACK --> SENDER </pre> <p>Diagram of Communication process</p> <p>Example: Teacher teaches ‘communication cycle’ and asks the questions based on the topic. Students give answers. In this situation, teacher and students both play their roles. Hence it is a two way communication.</p>	1	
	f)	<p>What is importance of eye contact in communication?</p> <p>Ans: Importance of Eye Contact in communication is as follows:</p> <ol style="list-style-type: none"> 1. Eyes are the windows to the soul. Maintaining an eye contact with your speaker and listener is the most important part of non verbal communication. 2. Eye contact also attracts person’s attention. Thus we can make sure that the listener is attentive while communicating. 3. Looking into a person’s eye is the best way to understand his/her attitude to all that you speak. 4. If you avoid eye contact, it indicates the signs of fear, doubt, confusion, shyness, nervousness etc. <p><i>(Note: Answer may be written in paragraph form.)</i></p>	1 1 1 1	4



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
3.	a)	Attempt any <u>ONE</u> of the following:		
	(i)	As Head of the Department devise a memo for the first year students on following points: <u>Subject:</u> Poor attendance in theory and practicals. <u>Purpose:</u> Warning of stern action		
		Ans: Required Format:		
		1. Letterhead	1	
		2. Date	1/2	
		3. Title (Memorandum)	1/2	
		4. From	1/2	
		5. To	1/2	
		6. Subject	1/2	
		7. Relevant and Appropriate Matter	4	
		8. Signatory	1/2	
		Sample Draft:		
		NAVMAHARASHTRA POLYTECHNIC Andheri (W), Mumbai - 52	1	
		15 April 2015	1/2	
		MEMORANDUM	1/2	
		From: Head of the Department	1/2	
		To: First Year Students	1/2	
		Subject: Poor attendance in theory and practicals.	1/2	
		It has been noticed that attendance of a few First year students is very poor in theory and practicals. Students having below 75% attendance are hereby warned to be regular hereafter and improve the attendance in both theory and practicals. Stern action will be taken if the attendance is not improved. Take a note of this and act accordingly.	4	
		Sd/- Prof.Jadhav B. N. Head of the Department	1/2	
		<i>(Note: Details can vary.)</i>		
	ii.	Draft a notice as a Librarian of your college to inform all the students about the change in the working hours of the library.		
		Ans: Required Format:		
		1. Letterhead	1	
		2. Date	1	
		3. Title (Notice)	1	
		4. Relevant and Appropriate Matter	4	
		8. Signatory	1	



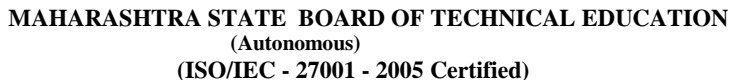
Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
		<p>Sample Draft:</p> <p style="text-align: center;">SHIVAJI POLYTECHNIC 1242, M.G. Road, Pune-411001</p> <hr/> <p style="text-align: right;">10 February 2015</p> <p style="text-align: center;"><u>NOTICE</u></p> <p>All the students of Shivaji Polytechnic are hereby informed that the working hours of the library have been changed due to upcoming examination. The new timings will be 9.00 am to 5.00 pm. (Monday to Saturday) with effect from 01 March 2015. Students are informed to take a note of it.</p> <p style="text-align: right;">Sd/- Prof. A.V. Saxena Librarian</p> <p><i>(Note: Details can vary.)</i></p>	<p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">4</p> <p style="text-align: center;">Marks for Matter</p> <p style="text-align: center;">1</p>	
2.	a.	<p>Attempt any <u>TWO</u> of the following:</p> <p>i. Identify the non-verbal code used in the following communication situations. Select your answer from the given list of codes. (Proxemics, Kinesics, Vocalics, Chronemics, Haptics)</p> <p>Ans:</p> <p>1) Person has shaky voice - Vocalics</p> <p>2) Blank face indicates expressionless face – Kinesics</p> <p>3) Touching feet of elders – Haptics</p> <p>4) Arriving late for the interview - Chronemics</p>	<p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p>	4
	ii.	<p>What is Chronemics? Elaborate by giving two examples.</p> <p>Ans: Chronemics is related to effective utilization of time. It is the ethics of proper use of time to be observed for non verbal communication. The way an individual perceives and values time is a powerful communication tool. Time perceptions include punctuality, willingness to wait and interactions. Utilization of our time in our personal and professional life reflects the influence of our culture on us.</p> <p>Examples: One can misuse time like not completing the project in time, not studying regularly and delaying the submission of assignments.</p> <p>If we do not wish to do something, we delay our action till it is unavoidable.</p> <p>Similarly, when we wish to convey our dislike or annoyance with a person, we make him wait for a long time before meeting him.</p> <p>We find it difficult to meet a friend who has borrowed a book or some money from us. On the other hand, we may rush out of the bathroom to greet a long lost friend or a relative.</p> <p><i>(Note: Examples may vary.)</i></p>	<p style="text-align: center;">2</p> <p style="text-align: center;">2</p>	4



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
	iii.	<p>What is posture? What tips should be followed during formal presentation?</p> <p>Ans: Posture refers to the way we stand, sit and carry ourselves. It tells how bold, confident, submissive or timid a person is. A person who stands, sits and walks upright commands respect and attention. Therefore, a professional has to cultivate and maintain elegance in his/her own sitting, standing and walking posture.</p> <p>Following tips should be followed during formal presentation:</p> <ol style="list-style-type: none"> 1. Do not droop your shoulders. 2. Lift your feet clearly off the floor while walking, avoid dragging them. 3. Do not sit on the edge of the chair, it communicates unease and discomfort. 4. Avoid crossing your legs while sitting or standing before your audience. 5. Do not lean on the lectern/podium. 	<p>2</p> <p>2</p>	4
4.	a. i.	<p>Attempt the following:</p> <p>Write a letter of application to Cognizant, Pune-16 for the post of Junior Engineer. Attach your resume.</p> <p>Ans: Required Format of Application Letter :</p> <ol style="list-style-type: none"> 1. Date : 2. Sender's Address 3. Receiver's Address 4. Subject and Reference 5. Salutation 6. Relevant and Appropriate Matter 7. Closure <p>Required Format of Resume :</p> <ol style="list-style-type: none"> 1. Personal Details 2. Qualification Details 3. Other Activities/Training/Experience etc. 4. References <p>Sample Draft:</p> <p>15 April, 2015</p> <p>Deshmukh Yash Vijay 14, Handewadi Road, Satavnagar, Pune-411028</p> <p>To The General Manager Cognizant Pune-16</p>	<p>Form at : 2 Marks</p> <p>Matte r : 2 Marks</p> <p>1 1 1 1</p> <p>2 Marks for Format</p>	4



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																				
4.		<p>Subject : Application for the post of 'Junior Engineer' Reference : Your advertisement in daily 'Times of India' dated 12 April, 2015</p> <p>Dear Sir/Madam,</p> <p>With reference to the above mentioned subject, I would like to offer my candidature for the post of 'Junior Engineer' in your reputed company. I have passed SSC and HSC from Maharashtra Board with Distinction. I have completed B.E. in Computer Engineering. I am looking for a chance to enhance my career prospects. Given an opportunity, I assure you to work honestly. I am enclosing my resume for your kind reference.</p> <p>Thanking you and waiting for your favourable reply.</p> <p>Yours faithfully, Deshmukh Yash Vijay</p> <p><u>Enclosure: Resume</u></p> <p style="text-align: center;"><u>Resume</u></p> <p>Deshmukh Yash Vijay 14, Handewadi Road, Satavnagar, Pune-411028 Mob.***** Email ID:*****</p> <p>Personal Details: Date of Birth : 12/06/1991 Health : Good Hobbies : Playing cricket, Singing, Reading Nationality : Indian Languages Known : Marathi, Hindi and English</p> <p>Educational Qualification:</p> <table border="1"> <thead> <tr> <th>Sr. No</th><th>Examination</th><th>Year of Passing</th><th>Board /University</th><th>Marks in %</th></tr> </thead> <tbody> <tr> <td>1</td><td>B.E. (Computer)</td><td>2014</td><td>Pune</td><td>70.55</td></tr> <tr> <td>2</td><td>H.S.C.</td><td>2009</td><td>Maharashtra</td><td>72.55</td></tr> <tr> <td>3</td><td>S.S.C.</td><td>2007</td><td>Maharashtra</td><td>71.00</td></tr> </tbody> </table> <p>Extra-curricular activities: 1. Member of Sports Club, Shivaji College of Engineering 2. Won first prize in Paper Presentation 3. Participated in sports competition at inter departmental level</p>	Sr. No	Examination	Year of Passing	Board /University	Marks in %	1	B.E. (Computer)	2014	Pune	70.55	2	H.S.C.	2009	Maharashtra	72.55	3	S.S.C.	2007	Maharashtra	71.00	<p>2 Marks for Matter</p> <p>1</p> <p>1</p>	4
Sr. No	Examination	Year of Passing	Board /University	Marks in %																				
1	B.E. (Computer)	2014	Pune	70.55																				
2	H.S.C.	2009	Maharashtra	72.55																				
3	S.S.C.	2007	Maharashtra	71.00																				



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<p>References: 1. Mr. R.K. Kale HOD (CO), Shivaji College of Engineering, Pune Contact: Mob.*****, Email ID:***** 2. Mrs. R. N. Jadhav Principal, Shivaji College of Engineering, Pune Contact: Mob.*****, Email ID:*****</p> <p>(Note : Details may vary.)</p>	1	4
	b. i.	<p>Attempt any ONE of the following: The production target for the first six months in automobile industry has declined by 25% as compared to last year. As the Production Manager draft a report to the higher authorities stating the reasons and solutions for the fall in production.</p> <p>Ans: Required Format : 1. Date 2. Sender's Address 3. Receiver's Address 4. Subject 5. Salutation 6. Relevant and Appropriate Matter 7. Closure</p> <p>Sample Draft: 16 July, 2015</p> <p>From The Production Manager Raj Automobiles Ltd. MIDC Industrial Area Chakan, Pune -400 086</p> <p>To The General Manager Raj Automobiles Ltd. MIDC Industrial Area Chakan, Pune -400 086</p> <p>Subject: Report about the fall in production</p> <p>Respected Sir, I regret to inform you that the production target for the first six months in 2015 has declined by 25% as compared to last year. Causes/Reasons of the decline:</p> <ul style="list-style-type: none"> • There was frequent power failure due to which the work could not proceed at the desired speed. • The generators could not be operated every time. • Spare parts were not provided in time. • Quality control department did not check the machines in time. 	<p>1/2 1/2 1/2 1/2 1/2 5 1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p>	8



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<ul style="list-style-type: none"> Workers were not ready to work in more than one shift. Due to low morale most of the workers were on casual leave. <p>Suggestions to improve the production level:</p> <ul style="list-style-type: none"> Purchase department should take extra efforts to provide spare parts in time. Quality control department should be prompt in checking the machines and approve the same. We must have good quality generators/invertors for back up. Workers can be motivated with extra incentives. To boost up the morale of the workers management should come up with appreciation system. <p>If we follow the above mentioned suggestions, we can improve the level of production in our company.</p> <p>This is for your information and necessary action.</p> <p>Thanking You</p> <p>Yours sincerely, Sd/- The Production Manager</p> <p><i>(Note: Details can vary.)</i></p>	<p>5 Marks for Matter</p> <p>1/2</p>	8
	ii.	<p>Draft an accident report which took place in workshop of your college. Suggest preventive measures.</p> <p>Ans:</p> <p>Required Format :</p> <ol style="list-style-type: none"> Date Sender's Address Receiver's Address Subject Salutation Relevant and Appropriate Matter Closure <p>Sample Draft:</p> <p>15 April, 2015</p> <p>From The Workshop In charge Horizon Polytechnic Plot No.-52, Shivajinagar Pune-411 001</p> <p>To The Principal Horizon Polytechnic Plot No.-52, Shivajinagar Pune-411 001</p>	<p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>5</p> <p>1/2</p> <p>1/2</p> <p>1/2</p>	8



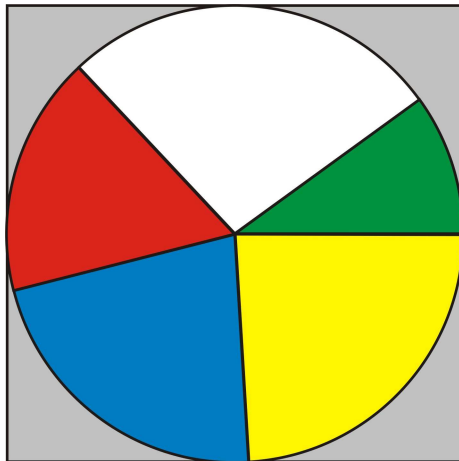
Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<p>Subject: Report on an accident occurred in the workshop</p> <p>Respected Sir,</p> <p>With reference to the above subject, I deeply regret to inform you about the accident that took place in our workshop on 13 April, 2015 at 1.00 pm while performing a welding job.</p> <p>Master Manoj Rao was performing the practical in the workshop. While welding two iron rods, sparks fell on his clothes and he sustained serious burn injuries.</p> <p>First Aid Help: Manoj was immediately given first aid by our workshop attendant and later on he was sent to the nearby hospital as the wound was deep. The doctor admitted him to the hospital and treatment was given to him. The doctor suggested him to stay in the hospital for a week.</p> <p>Causes of the Accident:</p> <ol style="list-style-type: none">1. The student Manoj was casual and less attentive while performing the practical.2. He was performing practical without wearing the workshop overalls.3. The workshop supervisor and attendant did not give proper instructions. <p>Suggestions to avoid such accidents in future:</p> <ol style="list-style-type: none">1) Students must wear the workshop overalls while performing practical.2) Training in safety measures should be given to the students.3) Instruction charts should be displayed in the workshop.4) All the activities must be carried out in the presence of supervisor only. <p>The above preventive measures should be implemented at the earliest to avoid any accident in the future.</p> <p>This is for your information and necessary action.</p> <p>Thanking you</p> <p>Yours faithfully, Sd/- Workshop Incharge</p> <p><i>(Note: Students may write the reports in Semi Block format. Information/Details can vary.)</i></p>	<p>5 Marks for Matter</p> <p>1/2</p>	<p>8</p>



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
5.		Attempt any <u>FOUR</u> of the following:		
	a)	Write technical description of the following in 45-50 words. Ans: (i) Pen Drive: Pen Drive is an electronic device which is used mainly to store and carry important data. It is a data storage device that includes flash memory with an integrated USB interface. It is removable and rewritable, and physically much smaller than an optical disc. USB flash drives are often used for the same purposes for which floppy disks or CDs were used, i.e., for storage, data back-up and transfer of computer files. They are smaller, faster, have thousands of times more capacity, and are more durable and reliable because they have no moving parts.	2	
		(ii) Calculator: An electronic calculator is a small, portable electronic device used to perform both basic and complex operations of arithmetic. Modern electronic calculators vary from cheap, give-away, credit-card-sized models to sturdy desktop models. In addition to general purpose calculators, there are those designed for specific purposes.	2	4
	b)	State the techniques of effective listening. Ans: The different techniques of effective listening are as follows: 1. Have a receptive mind 2. Minimize the distracting factors 3. Listen with interest, enthusiasm and maturity 4. Empathize with the speaker 5. Control your emotions and listen patiently 6. Do not argue or criticize unnecessarily 7. Put the speaker at ease by your positive body language <i>(Note: Students are expected to write 4 techniques.)</i>	1 1 1 1	4
	c)	What are the effects of good listening? Ans: It is necessary to develop good listening skills. Following are the effects of good listening: 1. It helps in better learning, more understanding and comprehension leading to the desired feedback. 2. It improves the performance and broadens the vistas of opportunities. 3. It prevents errors, losses, delays etc. due to miscommunication. 4. Effective listening skills help in better decision making and problem solving. 5. It helps in meaningful interaction with colleagues at work place. 6. Good listening skills increase the chances of success and progress in both personal and professional life. <i>(Note: Students are expected to write 4 effects.)</i>	1 1 1 1	4
	d)	Your friend is going to perform a skit in the class tomorrow. Prepare guidelines for him on the following factors. (i) Facial expression (ii) Dressing / Grooming		



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks												
5.		<p>Ans: Following are the guidelines to perform skit:</p> <p>(i) Facial expression:</p> <ol style="list-style-type: none">1. Maintain eye contact with co-actors and make use of eyes and eyebrows to express the feelings.2. Make use of facial muscles to reveal happiness, surprise and other feelings.3. Smile communicates cooperation and friendliness, agreement and appreciation. so wear a smile whenever necessary. <p>(ii) Dressing / Grooming:</p> <ol style="list-style-type: none">1. Dress should be selected as per the character you are performing.2. Make your appearance perfect as per the need of skit.3. Hairstyle, make-up and accessories should go with the costume and should suit the character. <p>(Note: Guidelines may vary.)</p>		4												
	e)	<p>State the types of communication involved in following situation. Present all the elements in communication process diagram.</p> <p>An old man making enquiry with booking clerk about reservation of a ticket to Delhi. The clerk says that the tickets are not available.</p> <p>Ans: Type of Communication: Formal Communication</p> <p>Communication Process :</p> <div><div>An Old Man SENDER</div><div>Enquiry about reservation of a ticket to Delhi MESSAGE</div><div>Oral/Air Vibration CHANNEL</div><div>Booking Clerk RECEIVER</div><div>Replies that the tickets are not available FEEDBACK</div></div> <p>(Note: Diagram of Communication cycle in other form should be considered.)</p>		4												
6.	a.	<p>Attempt any <u>ONE</u> of the following:</p>														
	i.	<p>The following is the age wise readership of ‘The Times of India’ a daily newspaper.</p> <table><tr><th>Age Group</th><th>Readership in %</th></tr><tr><td>16-25</td><td>10</td></tr><tr><td>26-35</td><td>27</td></tr><tr><td>36-45</td><td>17</td></tr><tr><td>46-55</td><td>22</td></tr><tr><td>56-65</td><td>24</td></tr></table> <p>Present the above data in the form of a pie chart.</p>	Age Group	Readership in %	16-25	10	26-35	27	36-45	17	46-55	22	56-65	24		
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6.		<div>Ans:<table><tr><th>Sr. No.</th><th>Age Group</th><th>Readership in %</th><th>Calculation</th><th>Angle</th></tr><tr><td>1</td><td>16-25</td><td>10</td><td>10 X 360 / 100</td><td>36</td></tr><tr><td>2</td><td>26-35</td><td>27</td><td>27X 360 / 100</td><td>97.20</td></tr><tr><td>3</td><td>36-45</td><td>17</td><td>17 X 360 / 100</td><td>61.20</td></tr><tr><td>4</td><td>46-55</td><td>22</td><td>22 X 360 / 100</td><td>79.20</td></tr><tr><td>5</td><td>56-65</td><td>24</td><td>24 X 360 / 100</td><td>86.40</td></tr></table></div> <div><div>Legend</div><div></div><div>Age Group wise Readership</div><div><div>16-25</div><div>26-35</div><div>36-45</div><div>46-55</div><div>56-65</div></div></div> <div>Pie Chart Showing Readership of ‘Times of India’ in %</div>	Sr. No.	Age Group	Readership in %	Calculation	Angle	1	16-25	10	10 X 360 / 100	36	2	26-35	27	27X 360 / 100	97.20	3	36-45	17	17 X 360 / 100	61.20	4	46-55	22	22 X 360 / 100	79.20	5	56-65	24	24 X 360 / 100	86.40	<div>2 Marks for Calculations</div> <div>2 Marks for Legend and Title</div> <div>4 Marks for presentation/ pie chart</div>	8
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ii.	<div>A state level paper presentation competition was held to commemorate the Engineers’ Day in a Polytechnic. The course wise response of students was as below. Design a bar graph to represent the data about course wise participation.</div> <table><tr><th>Course</th><th>No. of students Participating</th></tr><tr><td>Electronics & Telecommunication</td><td>16</td></tr><tr><td>Computer Technology</td><td>14</td></tr><tr><td>Mechanical Engineering</td><td>12</td></tr><tr><td>Civil Engineering</td><td>16</td></tr><tr><td>Electrical Engineering</td><td>18</td></tr></table>	Course	No. of students Participating	Electronics & Telecommunication	16	Computer Technology	14	Mechanical Engineering	12	Civil Engineering	16	Electrical Engineering	18																					
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Course	No. of students Participating															
Electronics & Telecommunication	16															
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6.		<p>Dear Sir,</p> <p>Our warehouse is located in Hadapsar, Pune. We have heard about your high quality furniture, some of which, we find, will be suitable for our purpose.</p> <p>We would like to know whether the following furniture is available which is required for our warehouse:</p> <ol style="list-style-type: none">1. 3+2 Sofa (2 Nos.)2. Centre Table (02 Nos.)3. Chairs (10 Nos.)4. Computer Table (10 Nos.) <p>Kindly inform us about the availability of furniture along with ex-factory prices, delivery period and pay terms and conditions at the earliest.</p> <p>Looking forward to receiving your most competitive offer at an early date. On receiving quotation, we shall take an early decision.</p> <p>Thanking you</p> <p>Yours faithfully, Sd/- Vijay Salokhe The Store Manager</p>	<p>5 Marks for Matter</p> <p>1/2</p>	<p>8</p>