

EVEN 2024-25

GOVERNMENT POLYTECHNIC MUMBAI
TERM END EXAMINATION

Programme : AIML/CE/CO/EE/EC/IF/IS/ME/RT/LG/LT Engineering (Sandwich Pattern)
 Course Title : Business Communication / Communication Skills

2:30 Hours / 60 marks

Enrolment No.

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Instructions:

1. Attempt all the questions.
2. Illustrate your answers with neat sketches wherever necessary.
3. Use of Mathematical Tables, Steam Table and Pocket Calculator (non-programmable) is permissible.
4. Marks on Right Hand Side indicate full marks for the question.
5. Assume suitable additional data, if necessary
6. CO=COURSE OUTCOMES, L=LEVELS

Q.1 Attempt any SIX

12 Marks

- a. State the meaning and message given by following gestures:
 i) Index finger on lips ii) Waving of hand
 [CO-1, L-R]
 [CO-3, L-R]
- b. What is Behavioural Interview?
 [CO-4, L-R]
- c. What is Power Point Presentation?
 [CO-1, L-U]
- d. State the merits of Graphic Communication.
 [CO-3, L-R]
- e. What do you mean by Factual Topics group discussion?
 [CO-5, L-R]
- f. What is an accident report? Which details are necessary to include in an accident report?
 [CO-1, L-R]
- g. Give two examples of Formal Communication.
 [CO-4, L-R]
- h. What is 10- 20 - 30 rule for slide show?
 [CO-5, L-R]
- i. Write down essential qualities of a good report.

Q.2 Attempt any THREE

12 Marks

- a. As the Head of Mechanical Engineering Department devise a memorandum for the third year students on the following points
 i) Subject:- Misbehavior during guest lecture.
 [CO-5, L-A]
 ii) Purpose:- Warning of stern action.
- b. Develop a dialogue between mother and daughter about good eating habits and importance of exercise.
 [CO-2, L-A]
- c. Explain the need and importance of Group Discussion?
 [CO-3, L-U]
- d. Write tips for making effective Power Point Presentation.
 [CO-4, L-R]

Q.3 Attempt any THREE

12 Marks

- a. Explain the term "Knowing of the Audience". What factors should be considered to assess it?
 [CO-1, L-U]
- b. Yash and Radhika are going to appear for an interview tomorrow. Prepare guidelines for them on the following factors:-
 [CO-3, L-U]
 i) Dressing / Grooming ii) Gesture and Posture

- c. Write a paragraph on "Effects of Water Pollution". [CO-2, L-A]
- d. As a Sports Secretary of your college you have ordered some sports article which you received in damaged condition. Some articles are old. Draft a letter of complaint to "The Manager, Kapil Sports, Shop no. 26, Kashi Complex, Kala Nagar, Bandra (E) - 400051 and inform him about the articles. Give necessary details. [CO-5, L-A]

Q.4 Attempt any FOUR

12 Marks

- a. Differentiate between Horizontal and Vertical Communication. [CO-1, L-U]
- b. Why Listening Skill and Confidence of candidate are important in Group Discussion? [CO-3, L-U]
- c. Explain Psychological Barriers in Communication with examples. [CO-1, L-U]
- d. What are the major steps in dialogue writing? [CO-2, L-R]
- e. Write short note on Font size in slides of Power Point Presentation. [CO-4, L-R]

Q.5 Attempt any TWO

12 Marks

- a. Sai Industries, MIDC, Pimpri, Pune used to produce plastic goods like mugs, jars, bottles and buckets. A steep fall in production has been noticed during last few months. As Production Incharge submit a report to the Manager, stating facts, reasons of fall and suggestions to overcome the problem. [CO-5, L-A]
- b. Read the following advertisement and write a letter of application along with your resume.
 "Wanted a Maintenance Engineer".
 Power Engineering (India) Pvt. Ltd. requires a Maintenance Engineer.
 Qualification:- Degree holders in Mechanical Engineering with 2-3 years of experience. Apply immediately giving complete resume and all the necessary details to "The Personnel Manager, Power Engineering (India) Pvt. Ltd., 33, Sector 21 D, Pune - 411058" [CO-5, L-A]
- c. Out of 7 C's of Communication, explain following.
 i) Conciseness ii) Correctness iii) Completeness [CO-1, L-U]

****End****