

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:

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

Q.1 Attempt any SIX 12 Marks

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

Q.2 Attempt any THREE 12 Marks

- 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.
- Develop a dialogue between mother and daughter about good eating habits and importance of exercise. [CO-2, L-A]
- Explain the need and importance of Group Discussion? [CO-3, L-U]
- Write tips for making effective Power Point Presentation. [CO-4, L-R]

Q.3 Attempt any THREE 12 Marks

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



- 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****