

Seat No.: _____

Enrolment No. _____

(C-2)

GUJARAT TECHNOLOGICAL UNIVERSITY

B.E. all Sem-I Examination December 08/January 09

Communication Skills (110002)

DATE: 17-12-2008, Wednesday

TIME: 12.00 to 2.30 p.m.

MAX. MARKS: 70

Instructions:

1. **Attempt all questions.**
2. **Make suitable assumptions wherever necessary.**
3. **Figures to the right indicate full marks.**

- Q.1 (a)** Define 'communication'. Explain communication cycle and distinguish between General and Technical communication. **08**
- (b)** Explain benefits of effective listening. **06**
- Q.2 (a)** What is meant by barriers to communication? Explain intrapersonal barriers to communication. **07**
- (b)** Discuss the main elements of non-verbal communication. **07**
- OR**
- (b)** Discuss levels of communication. **07**
- Q.3 (a)** Narrate types of Visual Aids generally used in presentation along with some tips pertaining to the use of Visual Aids. **07**
- (b)** Explain expectations in you from your prospective employer when you appear for an interview. **07**
- OR**
- Q.3 (a)** As the Purchase Manager of Alpha Engineering Co., Salt Lake City, Kolkata, you placed an order for 15 HP scanners to National Systems Limited, Electronic City, M.G. Road, Bangalore- 560 100. You received only 12 scanners. Write a letter to General Manager (Sales & Marketing) of NSL, making a complaint and asking him to send the remaining 3 scanners immediately (**Use block layout format**). **08**
- (b)** Explain importance of writing resume' in job application. Discuss standard parts of a resume'. **06**
- Q.4 (a)** You are an assistant engineer. There has been a fire in the factory and three of the workers have been badly burnt and hospitalised. You are asked to send a report to the manager. Write the report using memorandum form. **08**
- (b)** Rewrite the following sentences using the correct verb from the bracket. **06**
- (i) The mechanic and driver (is, are) ill.
- (ii) Neither the engineer nor the overseers (discharge, discharges) the duties honestly.
- (iii) None of the students (has, have) done their homework.
- (iv) Each of the boxes (weighs, weigh) ten Kilograms.
- (v) All of the students (is, are) present.
- (vi) My brother as well as my father (is, are) good at English.

OR

Q.4 (a) As the general secretary of the students union of your institution, prepare a proposal of setting up of a canteen on the campus. The proposal is to be written in the form of letter and submitted to the vice-president of students' Gymkhana. **08**

(b) Complete the following sentences using appropriate tense of the verbs given in bracket. **06**

- (i) What messages they (receive) from them today?
- (ii) He (work) as an assistant engineer for ten years now.
- (iii) He (take up) a new job already.
- (iv) We (be) in Delhi last year.
- (v) We asked him what does he (see).
- (vi) The workmen (leave) as soon as the trouble had started.

Q.5 (a) Discuss techniques of organizational group discussion. **08**

(b) Use the following homonyms in sentences so that meaning of each can be understood clearly (**any three pairs**): **06**

- (i) Date, Date
- (ii) Racket, Racket
- (iii) Palm, Palm
- (iv) Litter, Litter
- (v) Flap, Flap

OR

Q.5 (a) What are the reasons for poor reading comprehension? Discuss techniques for good comprehension. **08**

(b) Use the following confusables in sentences so that meaning of each can be understood clearly (**any three pairs**): **06**

- (i) Loath, Loathe
 - (ii) Hoard, Horde
 - (iii) Ingenious, Ingenuous
 - (iv) Precipitate, Precipitous
 - (v) Titillate, Titivate.
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