

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

B.E. Sem-II Remedial Examination September 2009

Subject code : 110002

Subject Name : Communication Skills

Date : 07/09/2009

Time : 03:00pm - 5:30pm

Total Marks: 70

Instructions:

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

- Q.1** (a) Explain the Communication Process. **07**
(b) Explain the components of non-verbal Communication. **07**
- Q.2** (a) Briefly explain barriers to effective listening. **07**
(b) Mention the qualities of a Good listener. **07**
- OR**
- (b) What are the main steps for presentation strategies? **07**
- Q.3** Explain the types of interviews. Discuss the kinds of questions that may be asked during the interview. **14**
- OR**
- Q.3** (a) Briefly explain guidelines for Group discussion. **07**
(b) Write a complaint letter in block format to Sajawat Wooden Furniture, Ahmedabad asking for compensation as you found some of the pieces of furniture delivered in the damaged condition. **07**
- Q.4** Explain the types of Technical Reports? What are the Characteristics of a Good Technical Report? **14**
- OR**
- Q.4** (a) You are heading marketing department of a reputed automobile company engaged in the manufacture of two-wheelers- scooters and motor-cycles. In the month of April, 2009, Company's sales offices reported increase in the rate of customers' complaints in the auto parts more particularly in the gear operations with regard to XP Brand of motor cycle recently purchased by them. Prepare inter office memo to the head of production department explaining the situation with need for remedial action in the matter. **07**
(b) Tata Motors wish to recruit fresh graduate automobile engineers with good academic record for their Neno Car Project at Sanand near Ahmedabad as trainee engineers. You are meeting the requirements of their advertisement. Prepare an application in the chronological format for the submission at their postal address- Tata Motors Limited, Mumbai. **07**
- Q.5** (a) Explain the guidelines for writing good technical description. **07**
(b) Fill in the blanks: **07**
1. I see a parrot ----- the mango tree.
2. Sardar Patel's statue is ----- the middle of the square.
3. I met the home minister----- the airport.

4. Anupam had already left the nursing home ----- the time we went to see her.
5. Will you please ----- the matter?
6. Mahesh and Ramesh went ----- the hill.
7. The angry crowd began to move ----- the palace.

OR

- Q.5** (a) Explain Skimming and Scanning styles of reading. **07**
- (b) Find one word substitutes for the followings: **07**
1. One's own life story.
 2. With one voice.
 3. Words with similar meanings.
 4. Period of holding office.
 5. Against the law.
 6. Found all over the world.
 7. Difficult to read.

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