

GUJARAT TECHNOLOGICAL UNIVERSITY**B.E. Sem-I Remedial Examination March / April 2010****Subject code: 110002****Subject Name: Communication Skill****Date: 31 /03/ 2010****Time: 12.00 Noon – 02.30 pm****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) Define the Communication process. What are its elements? **07**
 (b) Do you agree that oral Communication is more important and advantageous than written communication? Justify. **07**

- Q.2** (a) What are the different methods of communication? **07**
 (b) Why does communication fail? Discuss the major barriers to communication. **07**

OR

- (b) Distinguish between General Communication and Technical Communication. **07**

- Q.3** (a) What is meant by an interview? And what are the different types of Interviews? **07**
 (b) What is the importance of listening skills in communication? **07**

OR

- Q.3** (a) What is the importance of Group communication? And what are the different methods of Group communication? **07**
 (b) The Paramount Electronics, 101, “Gitanjali Commercial Complex”, Near Sardar Bus Station, M.G. Road, Bangalore 560 001, write a letter of complaint to the Masterwork Electronics (P) Ltd., 801, A.I.D.C., Near Regal Cinema, New Jail Road, Hyderabad – 500 003, informing them the certain computer parts supplied to them are not up to the quality of the sample. Also they state that they have taken a serious view of the matter and suggest the cancellation of the contract, if the matter is not adjusted satisfactorily (use Block layout Format). **07**

- Q.4** (a) Answer the following advertisement “Wanted an experienced Chief Mechanical Engineer for the Hindustan Forging (P) Ltd., Godown Road, Chennai – 600 001. Apply immediately in own handwriting to the General Manager with your resume before 15th January, 2010”. **07**
 (b) Fill in the blanks in the following sentences using the correct verb form from the bracket. **07**
- (i) The librarian _____ the books since morning. (to arrange)
 - (ii) My Principal always _____ ‘The Hindu’ in the morning (to read)
 - (iii) Before we reached the station, the train (to leave).
 - (iv) Mahatma Gandhiji and his followers _____ a prayer in the morning and evening everyday. (use + offer)
 - (v) If I had scored 2 marks more I _____ First Class (will + secure).
 - (vi) The examination _____ over, we all became free from all tension. (to be)
 - (vii) All these pictures _____ by my sister last year . (to draw)

OR

- Q.4 (a)** As the Secretary of Jaisons Industries (P) Ltd., Mathura Road, Delhi – 110 013, you have been asked to report on the workers' unrest in the company's factory. Submit your report to the Managing Director of the company. **07**
- (b)** Fill in the blanks with appropriate preposition: **07**
- (i) Can you distinguish _____ these two words?
 - (ii) She jumped _____ the dam and committed suicide.
 - (iii) My mother leaves _____ office at 10 a.m.
 - (iv) She fell _____ the bicycle and broke her arm.
 - (v) It has been raining in Trivandrum _____ Monday morning.
 - (vi) I am _____ the top of my class.
 - (vii) My friend's father died _____ heart attack.
- Q.5 (a)** What is reading comprehension? And what are the reasons for poor comprehension? **07**
- (b)** Find one word Substitute for the followings: **07**
- (i) A substance that destroys germs.
 - (ii) The study of the human mind.
 - (iii) A place where ancient works are kept.
 - (iv) A bunch of flowers.
 - (v) A person's first speech.
 - (vi) That which cannot be heard.
 - (vii) Liable to catch fire easily

OR

- Q.5 (a)** Draft a sales letter to promote the sale of an automatic wrist-watch. **07**
- (b)** Read the following paragraph and answer the questions that follow: **07**
- Conversation is indeed the most easily teachable of all arts. All you need to do in order to become a good conversationalist is to find a subject that interests you and your listeners. There are, for examples, numberless hobbies to talk about. But the important thing is that you must talk about the other fellow's hobby rather than your own. Therein lies the secret of your popularity. Talk to your friends about the things that interest them, and you will get a reputation for good fellowship, charming wit, and brilliant mind. There is nothing that pleases people so much as your interest in their interests. It is just as important to know what subjects to avoid and what subjects to select for good conversation. If you don't want to be set down as a wet blanket or a bore, be careful to avoid certain unpleasant topics. Avoid talking about yourself, unless you are asked to do so. People are interested in their own problems, not in yours. Sickness or death bores everybody. The only one who willingly listens to such talk is the doctor, but he gets payment for it. To be a good conversationalist, you must know not only what to say, but how to say it. Be civil and modest. Don't over-emphasise your own importance. Be mentally quick and witty. But don't heart others with your wit. Finally, try to avoid mannerism in your conversation. Don't bite your lips, or click your tongue, or roll your eyes, or use your hands excessively as you speak. Don't be like that Frenchman who said, "How can I talk if you hold my hands?"
- (i) What should you need to do in order to become a good conversationalist?
 - (ii) What should you talk to your friends about?
 - (iii) What should you not to do to become a good conversationalist?
 - (iv) Sickness or death bores everybody, yet, why is the doctor willingly listens about it?
 - (v) What did the Frenchman say?
 - (vi) Which word is used in the passage for "well mannered"?
 - (vii) Suggest a suitable title to this passage.
