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.  
(b) Explain benefits of effective listening.

Q.2 (a) What is meant by barriers to communication? Explain intrapersonal barriers to communication.  
(b) Discuss the main elements of non-verbal communication.
     OR  
(b) Discuss levels of communication.

Q.3 (a) Narrate types of Visual Aids generally used in presentation along with some tips pertaining to the use of Visual Aids.  
(b) Explain expectations in you from your prospective employer when you appear for an interview.  
     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).  
(b) Explain importance of writing resume’ in job application. Discuss standard parts of a resume’.

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.  
(b) Rewrite the following sentences using the correct verb from the bracket.

(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.

(b) Complete the following sentences using appropriate tense of the verbs given in bracket.
   (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 dams he (see).
   (vi) The workmen (leave) as soon as the trouble had started.

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

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

(b) Use the following confusables in sentences so that meaning of each can be understood clearly (any three pairs):
   (i) Loath, Loathe
   (ii) Hoard, Horde
   (iii) Ingenious, Ingenuous
   (iv) Precipitate, Precipitous
   (v) Titillate, Titivate.