

GUJARAT TECHNOLOGICAL UNIVERSITY
BE - SEMESTER- 1st / 2nd • EXAMINATION – SUMMER • 2014

Subject Code: 110002**Date: 12-06-2014****Subject Name: Communication Skills****Time: 02:30 pm - 05:00 pm****Total Marks: 70****Instructions:**

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

- Q.1** (a) Are the following True or False? Rewrite the sentences marking them True or False: **07**
- i. Communication is not always a two-way process.
 - ii. Proxemics is the study of physical space in interpersonal relations.
 - iii. There is no difference between general-purpose communication and technical communication.
 - iv. Technical knowledge, even without communication skills, can make you a successful engineer.
 - v. Your success in a GD is decided by the number of times you speak.
 - vi. In a business letter, the format is not an important element.
 - vii. Reports enable decision making and problem solving in organizations.
- (b) Define communication as you view it. Discuss its decisive role in today's engineering studies and profession. **07**
- Q.2** (a) What is noise in communication? Mention the intrapersonal barrier with all its sub-types. Explain in brief "Wrong Assumptions" with a suitable example. **07**
- (b) Differentiate between listening and hearing? Discuss the characteristics of good listeners and poor listeners. **07**
- Q.3** (a) Write a short note on each of the following: **07**
- i. Empathetic Listening
 - ii. Facial Expressions
- (b) Discuss Planning and Preparation as the first two important steps of making presentations effective. **07**
- Q.4** (a) Write a short note on each of the following: **07**
- i. Proxemics
 - ii. Paralinguistics
- (b) Develop the following topic sentence into a complete paragraph using the most suitable technique: **07**
- "Over the last forty years, computers have developed dramatically."
- Q.5** (a) What is reading comprehension? Name at least two techniques for good comprehension. Suggest ways of improving reading comprehension skills. **07**
- (b) Mention the elements of the structure of a report. State the purpose and the place of the following elements in the report: **07**
- i. Acknowledgements
 - ii. Recommendations

- Q. 6** (a) Write a short note on each of the following: **07**
i. Tips for success in job interviews
ii. Tips for success in GDs
- (b) As the Purchase Manager of Satyam Computers, Ashram Road, Ahmedabad-390001, you had ordered two dozen personal computers from Hindustan Computers Limited (HCL), M. G. Road, Hyderabad-500001. On receiving the consignment, you found some of the parts damaged. Write a complaint letter to the Sales Manager of HCL, Hyderabad, asking him for replacement. **07**
- Q. 7** (a) Rewrite the following sentences by correcting them: **05**
i. When I reached the station, the train left.
ii. Do you need farther help?
iii. I congratulate you for your success.
iv. We packed our luggages and set out for the journey.
v. We only have three hours to finish this paper.
- (b) Rewrite the following sentences using the correct word from the brackets: **05**
i. (Access: Excess) of anything is undesirable.
ii. Mr. & Mrs. Gupta have, at last, decided to (adapt: adopt) a child.
iii. There are four members in the committee (beside: besides) me.
iv. The body of a business letter is, in fact, it's very (sole: soul).
v. A committee has been formed to select a suitable (cite: site) for the proposed engineering college.
- (c) Rewrite the following sentences by correcting the errors of subject-verb agreement: **04**
i. The numbers of jobs are increasing in the technology sector.
ii. Neither of the printers is working.
iii. Is your father and mother at home?
iv. Alibaba and Forty Thieves are a very interesting story.
