GUJARAT TECHNOLOGICAL UNIVERSITY
BE - SEMESTER–I & II EXAMINATION – WINTER 2015

Subject Code: 110002                         Date:19/12/2015
Subject Name: Communication Skills          Total Marks: 70
Time: 10:30am to 01:00pm

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

Q.1 (a) What is communication? Describe various levels of communication. 07
     (b) What is non-verbal communication? Explain its components in detail. 07

Q.2 (a) Discuss the barriers hindering the process of listening with the strategies to overcome them. 07
     (b) Write some tips for an effective interview performance. 07

Q.3 (a) Explain any two modes of delivery of a presentation. 07
     (b) Write a note on the evaluation components for group discussion. 07

Q.4 (a) Develop paragraphs on:
     (1) Social Media
     (2) River pollution
     (b) Attempt a technical description: Calculator 07

Q.5 (a) You are a sales manager of a publishing house. You have received a complaint letter from a reputed book shop about the delayed delivery of some books and that too in damaged condition. Form a suitable reply. Invent the necessary details. 07
     (b) Enlist different techniques for developing good reading comprehension skill and explain any two of them. 07

Q.6 (a) The rapid increase in the number of road accidents has become a matter calling immediate and serious attention. As a Chairman, Municipal Corporation, Ahmedabad, submit a report to the District Collector, Ahmedabad investigating the causes and suggesting measures to improve the situation. 07
     (b) What is a technical proposal? State its characteristics and purpose. 07

Q.7 (a) You are a software engineering having a master degree and twelve years of experience. Prepare your resume. 07
(b) Do as directed:

(1) I…………..for you since morning. (Insert an appropriate form of 'wait'.)
(2) People believe that Gandhiji was superhuman. (Turn into passive.)
(3) Hundred rupees ………….. (is/are) not a big amount.
(4) The teacher was ………….. the class and the students were coming …………..
the class. (Use appropriate prepositions.)
(5) Give one word: direct telephone line for emergency use
(6) Use in your sentence: on the top of that
(7) Use in your sentence/s: story – storey

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