

Seat No.: \_\_\_\_\_

Enrolment No. \_\_\_\_\_

## GUJARAT TECHNOLOGICAL UNIVERSITY

BE- I<sup>st</sup> /II<sup>nd</sup> SEMESTER-EXAMINATION – MAY/JUNE - 2012

**Subject code: 110002**

**Date: 01/06/2012**

**Subject Name: Communication Skills**

**Time: 10:30 am – 01:00 pm**

**Total Marks: 70**

### Instructions:

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

- Q.1** (a) Define 'communication'. Show the difference between General and Technical Communication. (04)
- (b) Enlist various levels of communication and explain each one of them with suitable example. (05)
- (c) What is the meaning of 'Interpersonal Barrier'? Illustrate any four interpersonal barriers. (05)
- Q.2** (a) Your friend wishes to improve his/her listening skills. Offer your suggestions to him/her to achieve the goal. (04)
- (b) Discuss the strategies that one should generally employ while planning his/her presentation. (05)
- (c) Explain the term 'paralinguistic features' with reference to a presentation and exemplify various paralinguistic features. (05)
- Q.3** (a) Which components are evaluated in a group discussion during the selection process? Why? (04)
- (b) Write a note on various types of questions asked in a job interview. (05)
- (c) Write a note on the importance of meeting in corporate world. Enlist various purposes of a meeting. (05)
- Q.4** (a) What is the meaning of a paragraph? Discuss the most commonly used techniques for paragraph development. (04)
- (b) You have received a complaint letter from Sai Computers, Ellisbridge, Ahmedabad regarding the shortage in supply. As the Sales Manager of Wipro, draft a suitable reply to the complaint. (05)
- (c) Write a note on "Importance of You Attitude in Business Letters". Offer suitable examples. (05)
- Q.5** (a) What is a proposal? What are the characteristics of a good proposal? (04)
- (b) Your company is thinking of establishing a factory in your town. You have been given the task to write a report on the suitability of the place for the establishment of this factory. Submit your report. (05)
- (c) Classify reports on the basis of purpose, frequency and mode of reporting and describe them in short. (05)

- Q. 6** (a) Select any technical device that you are using and write the technical description. (04)
- (b) Enlist and explain various factors responsible for poor reading skills. (05)
- (c) Write a short note on “Skimming and Scanning” as reading techniques. (05)
- Q.7** (a) Having completed your BE, you wish to apply for the post of an engineer in your field. Prepare a resume to be sent to a company. (07)
- (b) Fill in the blanks with appropriate words from the brackets:
1. Mumps ..... (is, are) not common among adults. (03)
  2. Why ..... (have, has) they gone to Africa for vacation?
  3. Anna Hazare and Kiran Bedi ..... (hope, hopes) that ‘Jan Lokpal Bill’ will soon become a law.
- (c) Fill in the spaces by making correct choices from the brackets:  
Can we see (1) ..... (if, that, when) the earth is a globe? Yes, we can, when we (2)..... (watch, will watch, watched) a ship that sails out to sea. If we watch closely, we see that the ship begins (3) ..... (be disappeared, to disappear, being disappeared) . The bottom of the ship disappears first, and then the ship seems to sink lower and lower, (4) ..... (since, after, until) we can only see the top of the ship, and then we see nothing at all. What is ..... (hide, hiding, hidden) the ship from us? It is the earth. (05)

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