GUJARAT TECHNOLOGICAL UNIVERSITY  
BE - SEMESTER–I &II (OLD) EXAMINATION – SUMMER-2019

Subject Code: 110002  
Date: 31/05/2019

Subject Name: Communication Skills  
Total Marks: 70

Time: 10:30 AM TO 01:00 PM

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

Q.1  
(a) Define communication process. What are its elements?  
(b) Why does communication often fail?

Q.2  
(a) State the difference between ‘Listening’ and ‘Hearing’. Explain in brief, the types of Listening.  
(b) Explain your education, professional training, skills, achievements, interest and experience and write a Resume.

Q.3  
(a) Discuss in detail, why in organizations, messages have a greater chance of being distorted.  
(b) What are the purposes of reading? Discuss in detail the difference between ‘skimming’ and ‘scanning’.

Q.4  
(a) Discuss the strategies that one should generally employ while planning his/her presentation.  
(b) Classify reports on the basis of purpose, frequency and mode of reporting and describe them in short.

Q.5  
(a) Your Company had ordered 100 computers. On receiving them, you came to know that they do not match the specifications and configuration you had given. As the Manager (Purchase), write a Letter of Complaint addressing The Manager, Arihant Infotonics, Ahmedabad.  
(b) Wanted a Plant Manager (Operations) at our new factory at Rajkot. Engineering Graduates with minimum 5 years of experience in manufacturing industries as Plant Managers can apply. Apply with particulars to the Manager, Om Engineering Works, Rajkot-360005.

Q.6  
(a) What is Reading Comprehension? What are the reasons for poor comprehension?  
(b) Explain the types of Technical Reports? What are the Characteristics of a good technical report

Q.7  
(a) Give a Technical Description of any gadget that you have recently purchased.  
(b) Do as directed:  
   i) The concrete and steel wall of nuclear reactor_______ be thick to prevent radiation. (Supply modal verb)  
   ii) Shakespeare died _________1616. (Use Preposition)
iii) Mala said, “I promise you, things will be different from tomorrow.” (Change to indirect speech)

iv) She went to ____ writing desk and brought out ____ sealed envelope. (Use proper article.)

v) Form a sentence using the idiom ‘Actions speak louder than words’

vi) Give synonym of donation and antonym of entrance.

vii) My dog ________ (bark) day and night. (Fill in suitable form of verb)