

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-I &II (NEW) EXAMINATION – SUMMER-2019

Subject Code: 2110002

Date: 31/05/2019

Subject Name: Communication Skills

Time: 10:30 AM TO 01:00 PM

Total Marks: 70

Instructions:

1. Question No.1 is compulsory. Attempt any four out of remaining six questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

Q.1	Objective Question (MCQ)	Mark
(a)	Fill in the blanks with appropriate articles. 1. ___ Ganga is ___ sacred river. 2. I have not seen him since he was ___ child. 3. The river was spanned by ___ iron bridge. 4. ___ tiger, ___ animal equal to the lion in size, is a native of Asia. 5. ___ umbrella is of no use against the thunderstorm. 6. He looks as stupid as ___ owl. 7. Iron is ___ useful metal.	07
(b)	Choose the correct option in the following: 1. The Road Not Taken is a poem written by a. Nissim Ezekiel b. Robert Long c. Ruskin Bond d. Robert Frost 2. Find out the correct spelling. a. Enginiring b. Engeneering c. Engeniring d. d. Engineering 3. In an E-mail, CC refers to? a. Case Copy b. Cover Copy c. Carbon Copy d. Core Copy 4. Kinesics is an important component of a. Verbal communication b. Written communication c. Non-verbal communication d. None of the above 5. Harvey Maxwell is a character from a. The Road Not Taken b. The Eyes Are Not Here c. The Romance of a Busy Broker d. Goodbye Party for Miss Pushpa T S 6. 1. There is no difference between hearing and listening. 2. Listening is a conscious effort to comprehend what is heard. a. Only 1 is correct	07

- b. Both 1 and 2 are correct.
 c. Only 2 correct.
 d. Both 1 and 2 are incorrect.
7. _____ is the study of communication done through the use of time.
 a. Proxemics
 b. Kinesics.
 c. Para-linguistics
 d. Chronemics
- Q.2** (a) What is the importance of feedback in communication process? **03**
 (b) Write a short note on Kinesics. **04**
 (c) Define the word 'Communication'. Explain Process of Communication in detail. **07**
- Q.3** (a) Define the purpose of presentation. **03**
 (b) Differentiate between 'hearing' and 'listening' with examples. **04**
 (c) "An effective presentation passes through three stages: Planning, Preparing and Performing" – Illustrate. **07**
- Q.4** (a) What are the qualities of good listener? Write in brief. **03**
 (b) Discuss, in short, barriers of effective listening. **04**
 (c) Elucidate various types of listening with examples. **07**
- Q.5** (a) Write a short note on Proxemics. **03**
 (b) Discuss various techniques of reading. **04**
 (c) You are a Purchase Manager in a company. You have purchased 50 computers for your company. After receiving computers, you received complaints from your colleagues that 20 computers are not working properly. Draft a complaint letter mentioning details of problems of computers and ask for replacement of 20 computers. **07**
- Q.6** (a) Write a note on Miss Pushpa with reference to the poem Goodbye Party for Miss Pushpa T S. **03**
 (b) Write a paragraph on Swachh Bharat Mission. **04**
 (c) Imagine you are a General Manager of a company. Write a detailed report to your Managing Director about the fire accident in the manufacturing unit with suggestions to avoid such accidents in future. **07**
- Q.7** (a) "Life is all about making choices." – Discuss the statement with reference to the poem The Road Not Taken by Robert Frost. **03**
 (b) Give description of the conversation between the girl and the narrator in the story The Eyes Are Not Here. **04**
 (c) Portray a character sketch of Harvey Maxwell. **07**
