

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-1/2 (NEW) EXAMINATION – WINTER 2017

Subject Code: 2110002

Date: 29/12/2017

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) Choose the best alternative in the following questions. Write only the option as your answer: **07**

1. Which one of the following statements is NOT TRUE about communication?
 - a. The sender and receiver both should be interested in having proper communication.
 - b. The basic purpose of any communication is to make the receiver understand the intended message.
 - c. Communication will be without any flaw if the sender and the receiver are interested in the communication process.
 - d. Barriers can occur at any stage of communication.
2. Which of the following is TRUE about *Gestures*?
 - a. Gestures always enhance the effectiveness of communication.
 - b. Cracking knuckles while speaking is a good gesture.
 - c. Handshake can indicate warmth as well as lack of interest.
 - d. The meaning of a gesture may change with cultures.
3. In face to face communication, avoiding eye contact is likely to mean
 - a. Paying attention
 - b. Disinterest
 - c. Confidence
 - d. Defensiveness
4. Which of the following is not an effective technique of beginning your presentation?
 - a. Quotation
 - b. Anecdote
 - c. An outline of the presentation
 - d. Related headlines from a newspaper
5. helps a reader in quickly identifying the information required.
 - a. Skimming
 - b. Scanning
 - c. Extensive Reading
 - d. Intensive Reading
6. Which of the following is not a poor listening habit?
 - a. Looking for a point of disagreement while listening.
 - b. Listening someone with a prejudiced mind
 - c. Helping the speaker by finishing the statement being made
 - d. Maintaining eye contact with the speaker
7. A technical report presents conclusions on the basis of
 - a. Intuitions
 - b. Investigations
 - c. Instincts
 - d. Impressions

(b) State if the following statements are TRUE or FALSE. Rewrite the FALSE **07**

statements making necessary corrections:

1. Ms Leslie is a personal secretary to Mr Maxwell.
2. 'To Dehra, and then to Mussoorie.' – is the answer given by the girl to the narrator in the story *Eyes are not Here*.
3. Hearing is actively paying attention to the speaker.
4. Demographic data is used in analyzing an audience.
5. BCC is used when one wants to protect the privacy of recipients of large mailings.
6. Verbal and Oral Communication are interchangeable.
7. Salutation and Complimentary Close are punctuated with a comma in a business letter.

- Q.2** (a) Write any one definition of *Communication* and explain it. **03**
(b) What is a feedback? How does it help in or hamper the process of communication? **04**
(c) "Action speaks louder than words" – Illustrate the statement with reference to non-verbal communication. **07**
- Q.3** (a) Define any three types of listening and state the situations wherein they are to be used by a professional. **03**
(b) 'Eye contact plays an important role in presentation.'- Explain **04**
(c) 'An effective presentation passes through three stages: Planning, Preparing and Performing.' – Illustrate **07**
- Q.4** (a) State the qualities of a good listener. **03**
(b) Differentiate between *Extensive* and *Intensive Reading* by giving suitable example. **04**
(c) Maruti Shipping Company, Vishakhapatnam has placed an order of Port Crane to Anupam Engineering Ltd, Vadodara. However, the company neither has dispatched the crane nor has sent any reason for not sending the crane. On behalf of Maruti Shipping Company, Vishakhapatnam, write a letter to Anupam Engineering Ltd, Vadodara about the reason for not sending the crane and state the inconvenience faced by the company. **07**
- Q.5** (a) Enlist varied *Strategies to Develop Reading Comprehension Abilities*. **03**
(b) You are the coordinator of Entrepreneurship Club of your college. You wish to organize a One-Day Awareness Programme on Entrepreneurship Policies of Government of Gujarat. Draft an email conveying necessary details to rutujabhata@ediindia.ac.in inviting her to be the Resource Person of the programme. **04**
(c) Complete the following story adding 150 to 200 words and give it a suitable title: **07**

Once upon a time, there lived a king. He had a different system of justice in his kingdom. The system worked in this way: Whenever, a man committed a crime that the king would take a note of, the accused would be brought in the arena. All the people would also be invited. There arena had two exactly look alike doors. The accused would be allowed to open the door of his choice. Behind one door, there used to be a hungry tiger who would pounce upon the man would kill him on opening the door. The other door would have a beautiful lady behind it. On opening that door, the lady would come out and marry the accused.

The king had a beautiful daughter who had fallen in love with a young man in the kingdom. She was very possessive about the young man. Soon, the king discovered the love affair. Immediately, the young man was put in the prison and the date was fixed for his trial in the arena.

On the day of trial, the young man was brought to the arena. The princess knew the secret of the doors on that day. She knew behind which door stood the lady and behind which waited the tiger. The youth too knew this and he looked toward her for a signal. Her signal was toward the right, and the youth went to the door on the

(Based on the story by Frank R. Stockton)

- Q.6** (a) Write a note on the strategies employed to hide his blindness by the narrator in the story *Eyes are not Here*. **03**
- (b) Write a paragraph of 150 to 200 words on *Professional Skills required for an Engineer*. **04**
- (c) Draft a report on various curricular, co-curricular and extra-curricular activities organized in your department / college to be published on GTU website. **07**
- Q.7** (a) What does the poet of *The Road not Taken* take into account while choosing a road? **03**
- (b) Strengths and weaknesses of the narrator as a speaker in the poem *Goodbye Party for Miss Pushpa TS* by Nissim Ezekiel. **04**
- (c) Based on the story *The Romance of a Busy Broker*, write a note on the understanding between Maxwell and Leslie. **07**
