

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY
BE- SEMESTER 1st / 2nd EXAMINATION (NEW SYLLABUS) – SUMMER - 2017

Subject Code: 2110002

Date: 26/05/2017

Subject Name: Communication Skills

Time: 2:30 PM to 05:00 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: | 07 |
| | 1. There are _____ consonant sounds in English. (26, 21, 24) | |
| | 2. /dʒ/ sound stands for _____. (d, j, y) | |
| | 3. /fɪːz/ is the transcription of _____. (tease, cheese, ease) | |
| | 4. _____ is an example of non-verbal communication in print form. | |
| | 5. The meaning conveyed by the use of time in communication is called _____. | |
| | 6. _____ is the paralinguistic feature used for showing the mood or attitude of the speaker. | |
| | 7. _____ has written the poem <i>Goodbye Party for Miss Pushpa T. S.</i> | |
| | (b) Fill in the blanks: | 07 |
| | 1. Arrange the following words according to their dictionary appearance: flower, flour, flicker, flourish | |
| | 2. In an e-mail, BCC means _____. | |
| | 3. Reading a dictionary for finding out a particular word involves the technique of reading known as _____. | |
| | 4. _____ listening is done with the purpose of evaluation. | |
| | 5. In _____ technique of presentation, the speaker reads from the written material during presentation. | |
| | 6. _____ is the element of a good paragraph showing smooth connection between sentences. | |
| | 7. _____ has written the story <i>The Romance of a Busy Broker</i> . | |
| Q.2 | (a) Explain Proxemics in brief. | 03 |
| | (b) Communication is a two-way process. – Justify the statement. | 04 |
| | (c) Discuss non-verbal communication with special reference to Kinesics. | 07 |
| Q.3 | (a) Write a short-note on 'Analyzing Audience and Locale'. | 03 |
| | (b) Enumerate some tips for handling the question-answer session. | 04 |
| | (c) Prepare a Power Point Presentation on 'E-mail Etiquettes'. | 07 |

- Q.4** (a) Enlist the traits of a good listener. **03**
(b) Rewrite the end of the story *The Eyes Are Not Here* differently. **04**
(c) Elucidate various types of listening with examples. **07**
- Q.5** (a) State the techniques for improving reading comprehension. **03**
(b) Make a list of the strategies to be employed before, during and after reading a particular text. **04**
(c) Write short-notes: (i) Intensive Reading (ii) Extensive Reading **07**
- Q.6** (a) Write a paragraph on *Demonetization*. **03**
(b) A national technical event was organized at your institute. As a co-ordinator, write a report on the same to be submitted to the principal. **04**
(c) You are a customer care officer at Gloria Electronics, Tagore Road, Vadodara. Mr. Raj Sampat, Harihar Road, Dharmaj has sent you a complaint letter for a laptop, purchased online from your enterprise, received in a damaged condition. With reference to this, write an adjustment letter. **07**
- Q.7** (a) Delineate the central idea of *The Road Not Taken*. **03**
(b) Comment on the end of the story *The Eyes Are Not Here*. **04**
(c) Portray the character sketch of Harvey Maxwell. **07**
