

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

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

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MCA - SEMESTER- I • EXAMINATION – SUMMER 2016**

**Subject Code:2610005**

**Date:13-05-2016**

**Subject Name: Communication Skills**

**Time: 02.30PM TO 05.00PM**

**Total Marks: 70**

**Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

**Q.1 (a) Do as directed:**

**07**

(i) Fill in the blanks with suitable prepositions:

1. She seems to be interested \_\_\_\_\_ psychology.
2. I will come to pick you up \_\_\_\_\_ 2 pm tomorrow.

(ii) Use proper articles in the sentences given below:

1. \_\_\_\_\_ unusual problem.
2. \_\_\_\_\_ European country
3. I love to sail over \_\_\_\_\_ water.

(iii) Use conjunctions to fill in the blanks:

1. "Willie heard the weather report \_\_\_\_\_ promptly boarded up his house."
2. "Joey lost a fortune in the stock market, \_\_\_\_\_ he still seems able to live quite comfortably."

**(b) Discuss the importance of communication skills in today's competitive world.**

**07**

**Q.2 (a) Do as directed:**

**07**

(i) Fill in the blank, choosing the correct homophone.

1. The car was not \_\_\_\_\_ garage so the man panicked. There was no place for us at the \_\_\_\_\_ (inn, in).
2. I suddenly got a \_\_\_\_\_ in my stomach. It's \_\_\_\_\_ my fault that you can't dance. (not, knot)

(ii) Write synonyms from the following statements;

1. Raja has a fragile frame. (weak, weaker, strong, soundless)
2. My chances of going abroad are remote. (far, rare, nearly, distant)
3. Humility always pays. (Bashful, shyness, modesty, humbleness)
4. After half an hour, the rains ceased. (seized, stopped, reduce, seizure)
5. The evening rain was probable. (likely, like, presume, clear)

**(b) Describe the process of communication with the help of the chart.**

**07**

**OR**

**(b) What do you understand by telephone & e-mail etiquettes?**

**07**

**Q.3 (a) You are appearing for the job interview for the post of 'Trainee'. Which things you will require to focus.**

**07**

- (b) Assume that you are a sales manager of XYZ Ltd. As the recession is over this year; you expect better chances of your product in the market. For this purpose you are calling a meeting with sales executive. Prepare your presentation for the meeting. 07

OR

- Q.3 (a) Explain how to handle the Group discussion effectively. 07  
(b) What is 'MEMO'? Write good news to the employees in the memo format. 07

- Q.4 (a) Write a letter to one of your business associates congratulating them on their winning of the best HR practices award? 07  
(b) You are working in a MNC based in NEW DELHI. Presently you are posted at Hyderabad. On the launch of new product, submit business report to you head office. 07

OR

- Q.4 (a) Discuss the role of leader in a meeting. What are the main contents of the minutes and describe specific principles to be observed in writing the minutes. 07  
(b) What is an interview? Describe objectives & types of interviews? 07

- Q.5 (a) Public speaking is not only speech delivery but an effective use of non-verbal cues. Describe how non-verbal communication can make a speech effective or ineffective? 07  
(b) Identify the various visual aids that can be used to make an effective presentation. 07

OR

- Q.5 (a) Explain the points to be kept in mind for conducting press conference. 07  
(b) Which strategies are required to remove stage fear? 07

\*\*\*\*\*