

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. 07
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.
- (b) Choose the correct option in the following: 07
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. Engearring
 - d. c. 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

- 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**
