

19/12/2011

FE Sem-II (REV) All Branch
Communication Skills.

AGJ 2nd half (y) 15

Con. 6247-11.

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MP-4006

(2 Hours)

[Total Marks : 75

- N.B. :** (1) Question No. 1 is compulsory.
(2) Attempt any four questions out of the remaining.
(3) **Figures to the right** indicate full marks.
(4) Answers to all **sub-questions** should be attempted and grouped together.

Q. I]:

- a) Discuss the cycle of communication with the help of a diagram and suitable examples. (08)
- b) Describe some of the chief characteristics of listening and reading skills and importance of these skills in communication. (07)

Q. II] Write short notes on any **THREE** of the following: (15)

- a) Functions of Business Letter
b) Characteristics of a good definition
c) Importance of feedback
d) Describe different networks of communication.

Q. III] Do as directed:

- a) Being the Sales Manager of ABC Group Ltd., Mumbai, you have received an angry letter from one of your wholesaler distributor about the manufacturing defects in the computer appliances they **bought** from your company recently. Draft a suitable reply. Use complete block form. (08)
- b) Find one word substitute for the following : (03)
- i) The study of the behaviour of electric currents in electronic equipments.
ii) The scientific study of matter and energy.
iii) The study of earth's physical structure and activities, etc.

c) Distinguish between: (04)

- i) Semi-block style and Full block style of letter writing
ii) Upward and Downward communication

Q. IV] Do as directed:

- a) Write a complete set of instructions for any **TWO** of the following: (08)
- i) Sending an e-mail ii) Using a drafter iii) Drafting a claim letter
- b) Match the items in the following columns: (04)

Respected Sir/ Madam
Debate
Elocution
Extempore

Formal Speech
Spontaneous speech
Highly formal and official
Formal arguments

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c) Choose the correct word:

(03)

- i) _____ has taken over many of the routine functions of a business organisation.
(The secretary, The machine)
- ii) Greeting the receiver : _____ (Official, Salutation)
- iii) Skimming and _____ are two types of rapid reading techniques. (Scanning, Silent)

Q. V] Do as directed:

a) Punctuate the following:

(03)

- i) renaissance is the name commonly applied to the period of european history following to the middle ages.
- ii) Shri M. C. Chagla,
minister of education,
government of india.

iii) The nouns are classified into five categories - common proper collective material and abstract

b] Transfer the following past perfect sentences into past perfect continuous tense:

(02)

- i) We had visited that place earlier.
ii) We had worked hard to reach that level.

c) Describe any ONE of the following objects by giving definition, diagram, description and working (10)

- i) Drill Machine ii) Electric Bulb iii) Fire Extinguisher

Q. VI] Read the following passage and answer the questions given below:

Leading investors have joined the growing chorus of concern about government and companies rushing into producing biofuels as a solution for global warming, saying that many involved in the sector could be jeopardising future profits if they do not consider the long-term impact of what they are doing carefully.

It is essential to build sustainability criteria into the supply chain of any green fuel project in order to ensure that there is no adverse effect on the surrounding environmental and human rights campaigners are worried that this will lead to destruction of rain forests. Food prices could also go up as there is increased competition for crops as both foodstuffs and sources of fuel. Last week, the UN warned that biofuels could have dangerous side effects and said that steps need to be taken to make sure that land converted to grow biofuels does not damage the environment or cause civil unrest. There is already great concern about palm oil, which is used in many foods in addition to being an important biofuel, as rain forests are being cleared in some countries and people driven from their homes to create palm oil plantations.

An analyst and author of the investors' report says that biofuels are not a cure for climate change but they can play their part as long as governments and companies manage the social and environmental impacts thoroughly. There should also be greater measure taken to increase efficiency and to reduce demand.

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(03)

a) Choose the correct alternatives:

1) _____ are worried about the boom in biofuels.

- i) Few people
- ii) Many people
- iii) Only leading investors

2) Environmentalist believes that increased production of corn and soya _____

- i) has destroyed rain forest.
- ii) may lead to the destruction of rain forest.
- iii) will lead to the destruction of rain forest.

3) The author of the report says that biofuels _____

- i) have no role to play in fighting global warming.
- ii) can be effective in fighting global warming on their own.
- iii) should be part of a group of measures to fight global warming.

b) Why are environmental and human rights campaigners worried? (02)

c) Comment on the investor's report on biofuels. (02)

d) Use the following words and form a new sentence: (02)

- i) jeopardise
- ii) efficiency

e) Write a summary of about 150 words of the above passage. Give a suitable title. (06)

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