

15/6/2011

FE SEM - II  
Communication Skills.

P4-Exam.-May-11-243  
Con. 3285-11.

(REVISED COURSE)  
(2 Hours)

RK-1140  
[Total Marks : 75

Note: (1) Question No. 1 is compulsory.

(2) Attempt any four of the remaining six questions.

(3) Answers to all the sub-questions should be grouped together.

(4) Numbers on right indicate maximum marks for the question.

1 a) Answer very briefly and precisely any three of the following: 6

- I. What is external communication?
- II. What is Netiquette?
- III. State two differences between semi-block and complete block layout.
- IV. What are the four stages in the process of listening?
- V. What is a candidate evaluated for during a Group Discussion? List any four factors

b) Fill in the blanks: 3

- I. \_\_\_\_\_ is the first stage in the process of communication.
- II. Informal communication within an organization is called \_\_\_\_\_ communication.
- III. The term to be defined, \_\_\_\_\_ and \_\_\_\_\_ - are the important elements of a definition.
- IV. The two methods of verbal communication are \_\_\_\_\_ and \_\_\_\_\_.

c). Match the following: 3

- | A   | B                           |
|---|-----------------------------|
| I. Mixed punctuation                          | a) rapid reading techniques |
| II. Greeting to receiver of letter            | b) mechanical barrier       |
| III. Easy and quickly transmitted attachments | c) jargon                   |
| IV. Power failure during an oral presentation | d) receptive skills         |
| V. Skimming and scanning                      | e) salutation               |
| VI. Technical or special words                | f) e-mail                   |
|   | g) modified block style     |

d) Do as directed: 3

- I. The artist displays his painting about Peace at an exhibition and is awarded the first prize. (Identify the sender, message, channel and feedback). (2)
- II. Although Govind is very upset about the new policy, when asked for his opinion, his reply to his boss is, "It is fine, Sir." (Identify the barrier.) (1)

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2 a) 'Hearing' is natural; 'listening' needs effort. Explain the statement, giving reasons for your answer.

10

OR

Explain the role of non-verbal communication in improving the effectiveness of a presentation of a Sales Report.

b) From the given alternatives, choose the one that is closest in meaning to the underlined word. 5

- I. He was promoted because of his **impeccable** service record. (incredible, flawless, persistent)
- II. Under the new policy, the condition of the villagers **deteriorated** considerably. (altered, demolished, worsened.)
- III The **elusive** Osama bin Laden was finally cornered and killed. (wicked, seriously feared, hard to pin down)
- IV The formerly enthusiastic accountant **languished** in his tedious job in the government office. (became depressed, became determined, became careful).
- V The young lawyer had **ostentatiously** hung his Harvard diploma on the door of his office. (with good taste, in a showy display, in an imbalanced way)

3 a). Your company has opened a new branch in Pune. Write a letter inviting quotations for office furniture. Invent necessary details like quality, quantity etc. Use semi-block layout. 9

b) Select any three of the following sets and list two differences between them: 6

- i) encoding and decoding ii) empathetic listening and critical listening iii) skimming and scanning
- iv) oral and written communication v) medium and channel.

4 a). Write a complete set of effective instructions for welding two pieces of metal together. 9

b) Revise the following sentences as directed: 6

- I. It is impossible to deliver the refrigerator tomorrow. (Make it positive in approach)
- II. We acknowledge with thanks the receipt of your communication dated 15 May 2011. (Make it direct and precise)
- III. You can help us process your order quickly by sending us another copy of the requisition. (Use the 'You- attitude')

5a) As the Purchase Manager of your company, you had ordered 20 laptops from Dell Company, 216 S.V. Road, Bandra, Mumbai 400050. When the consignment arrived; you found five of the pieces in a damaged condition. Write a letter to the Sales Manager claiming suitable adjustment. Decide what form of compensation/ adjustment you want.

7

b) Write short notes on any two of the following:

- i) You- attitude ii) Downward communication iii) The importance of feedback in the communication cycle

6a) Describe any one of the following objects with a definition, diagram, description of parts and working: i) Mini drafter ii) Water tap iii) Micrometer 10

b) Read the following case study and answer the questions given below: 5

You are considering the promotion of one of your two Sales Executives to the post of Sales Manager. Mr. Prasad is a sincere, highly motivated person with ten years experience. Unfortunately, he is not popular among his subordinates because of his rigidity and insensitivity to the problems and feelings of others. Mr. Anand is not as experienced but has excellent leadership qualities. Since you believe good human relations are important, you decide to give the post to Mr. Anand.

- i) What barriers do you expect in this situation? (2)  
 ii) What would you do to minimize these barriers? (3)

7 Read the following passage and answer the questions following the passage. For multiple choice questions write only the option you consider correct; answer the open-ended questions in your own words.

If you are not in the grip of avarice, you will choose a profession that appeals to you as the means of self-expression and social service, even if you cannot earn much money by it. Your daily duty is not just money-making drudgery; it is your contribution to social progress and the path of personal development. How sad must be the lot of the man or woman who must do uncongenial work simply for the sake of more money! I know a younger professor who loved literature passionately and taught it admirably; but his salary was small, and he became a lawyer in order to secure a larger income. I tell you that man was guilty of a crime and he will not be happy as a lawyer, though he may be a little more comfortable, a little better fed and dressed and lodged. A musician who is born a violinist can never be personally happy or socially useful as a prosperous merchant or stock-broker, as he will miss the violin all the time. Avarice puts round men in square jobs and square men in round jobs. At present many persons in all classes, rich and poor, are unhappy and restless because their daily work is not interesting. It does not provide an outlet for their creative impulse and the insistent urge of personality. Therefore, don't ask in youth, "How can I earn the biggest salary?" Ask rather, "How can I truly be happy and do most good to society?" Then you may have less money, but you will have more of life and joy.

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1. A man can choose a profession through which he can express himself and serve others 1
- Only when he doesn't earn a big salary
  - When he joins an N.G.O. or a social service group
  - When he is not motivated by greed
  - When he is a good communicator

2. The author considers the lawyer guilty of a crime because 1
- As a lawyer he must have committed crimes
  - He has traded his passion for money
  - He doesn't have the capacity to be happy
  - He was not a successful lawyer

3 In the second sentence, the word **drudgery** is closest in meaning to: 1

- Consuming drugs
- Plodding
- Pleasure
- Business

4 Why are most of the people unhappy at present? 2

5 Who are the misplaced persons according to the writer? 2

6 What is the advice of the writer to the youth? 2

b) Give a suitable title to the above passage and write a summary of it in about 105 words. 6