

GANPAT UNIVERSITY

B. TECH SEM-I (MC/ME/Civil/EE) REGULAR EXAMINATION- DECEMBER-2011

HS 103: Communication Skills

MAXM TIME: 3 HRS

MAXM MARKS: 70

- Instructions: (1) This Question paper has two sections. Attempt each section in separate answer book.
 (2) Figures on right indicate marks.
 (3) Be precise and to the point in answering the descriptive questions.

SECTION: I

- Q.1 Classify Methods of Communication with the help of tree diagram and discuss advantages and disadvantages of Written Communication. (12)

OR

“The most important thing in communication is to hear what isn't being said” – Elaborate the statement with suitable examples.

- Q.2 “Active Listening requires effective verbal and non-verbal communication as well as mental and emotional discipline” – Discuss the statement with examples. (12)

OR

“Reading is a complex cognitive process of decoding symbols to derive and/or to construct meaning” – Comment on the statement with examples to support your explanation.

- Q.3 Kanchan Stores, Rajkot received a consignment of ORPAT wall clocks which contained many clocks in damaged condition. Draft a letter of complaint to the firm and ask for suitable compensation. (11)

SECTION: II

- Q.4 Differentiate Public Speaking and Presentation and discuss basic elements of Public Speech. (12)

OR

Prepare short notes on the following.

- (1) Components of Oral Presentation
- (2) Communication Style in Debate
- (3) Attention Line and Subject Line

- Q.5 Prepare a draft of Notice, Agenda and Minutes for 3rd Meeting of Board of Directors of a leather goods company. (12)

OR

A Mehsana based Dairy Products Company wishes to takeover a Palanpur based small scale dairy products company. As a Chairman of the three-member committee, prepare a detailed Committee Report of survey for submission to the Board of Directors with reasonable Recommendations.

- Q.6 Mr. Shutanshu Datt, a B.E. (Production) with MBA (Finance) Candidate is a resident of Baroda. He applies to Techsonics Mechanics, Surendranagar in response their opening for a dynamic and experienced Finance Manager. Prepare an application with Resume on his behalf for submission to the HR Department of the company for their careful consideration of his candidature. (11)

-----END OF PAPER-----