

**GANPAT UNIVERSITY**  
**B. TECH SEM-I (MC/ME/Civil/EE) REGULAR EXAMINATION– NOV-DEC-2012**  
**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** Discuss how various communication skills are helpful to engineering students. (12)  
 OR  
 How are 'language' and communication' inter-connected? Discuss any three features of English language.
- Q.2** Define 'Listening' and discuss the poor listening habits prevalent among human beings. (12)  
 OR  
 What is 'Reading'? Discuss any four techniques for effective reading comprehension.
- Q.3** Cartier Sales, Unjha ordered 50 Intel i5 processors. The statewide dealer of Intel has failed to deliver the demanded consignment on time. Lodge a complaint as owner of Cartier Sales regarding late delivery. (11)

## SECTION: II

- Q.4** What is presentation? Discuss the basic steps for preparing effective oral presentation. (12)  
 OR  
 Prepare short notes on the following.  
 (1) Types of job interview  
 (2) Topics for public speaking.  
 (3) Letterhead and Salutation as parts of business letter
- Q.5** Draft Notice, Agenda and Minutes for 2<sup>nd</sup> Meeting of Board of Directors of Galaxy Office Automation Pvt Ltd, Ahmedabad. (12)  
 OR  
 Ahmedabad based Rowan Foods Pvt. Ltd wants to extend its business outside Gujarat. Prepare a Draft of the committee report with recommendations as the chairman of committee to be presented in the board meeting for necessary approval.
- Q.6** Mumbai based Bharat Fritz Werner Limited is looking for a dynamic and experienced Production Manager. As Sudhir Shrivastav, apply to HR Department of the company with resume for careful consideration of your candidature. (11)

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