

Exam No: \_\_\_\_\_

**GANPAT UNIVERSITY**  
**B. TECH SEM-I (MC/ME/Civil/ EE) CBCS REGULAR EXAMINATION, NOV-DEC-2013**  
**2HS 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** Explain the term barrier and discuss possible causes for interpersonal barriers in communication. (12)

**OR**

**Write short notes on the following:**

1. Process of communication
2. Importance of communication skills for professional
3. Organizational barriers

- Q.2** Answer the following: (12)

1. Define listening and discuss its modes.
2. Discuss the types of reading with relevant examples.

**OR**

**Answer the following:**

1. How will you plan your presentation to make it effective?
2. Discuss the success and failure factors of job interviews

- Q.3** According to you, what are the steps one should follow to prepare effective oral presentation? (11)

**SECTION: II**

**Q.4 Draft the following letters. (Any TWO)**

(12)

1. As the Purchase Manager of Zenith Computers, 26, Ashram Road, Ahmedabad - 380007, you had ordered 25 Canon Printers from World Vision Computers Limited, Grant Road, Mumbai: 40002. When the consignment arrived, you found some of the printers in the damaged condition. Write a letter of complaint asking for replacement or compensation.
2. As a purchase officer of Diwan Group of Companies, 405, Nilam Complex, Ashram Road, Ahmedabad, write an inquiry letter to Gayatri Furnitures Pvt. Ltd. regarding office furniture.
3. Write a contract letter to Cyber Solution Co., for the task to develop a website for the company.
4. As a sales executive of the company, write a letter of adjustment against the complaint of customer regarding error in the bill.

**Q.5** 1. As a secretary of the Executive Council of Indus Metal Steels Pvt. Ltd., Changodar, Ahmedabad, draft a notice and agenda for the 2<sup>rd</sup> quarterly meeting. Also prepare the minutes of the same meeting. (08)

2. Prepare drafts of following classified advertisements: (04)
1. Nidhi Finance co. wants to appoint local distributors in Ahmedabad, Gandhinagar and Kheda districts.
  2. Mr. Rajan Diwan wants to purchase 2 BHK Flat.

OR

1. Wanted an executive engineer for Quality Control Department of reputed Kalptaru Group of Companies. Ltd. Applicant must possess excellent communication skills and the ability to work in team. (08)

Write an application to Mr. B. D. Mohanti, Manager (HRD), Kalptaru Group of Companies, Plot No. 357-58, GIDC, Gandhinagar 382030.

2. Prepare a draft of a display advertisement for introducing a newly launched Mobile by Micromax. (04)

**Q.6** As a chairman of 4 member committee constituted in the 3<sup>rd</sup> quarterly meeting of Executive Council of Atul Polymer Products Pvt. Ltd., Himmatnagar, draft a report with recommendations discussing reasons for decline in the sale of the company products in Rajasthan. (11)

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