

GANPAT UNIVERSITY**B. TECH SEM-II (IT/CE/EC/BM&I) REGULAR EXAMINATION- MAY-JUNE-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** What is verbal communication? Discuss the advantages and disadvantages of oral communication you have observed. (12)

OR

Non-verbal communication is a companion of verbal communication. Elaborate the statement and discuss the core components of non-verbal communication.

- Q.2** Listening is a process of receiving, interpreting and reacting to a message. Discuss the statement and explain the types of listening with examples. (12)

OR

Prepare short notes on the following.

- (1) Modes of Listening
- (2) Prepare the Advertisement Draft for Sale Promotion of Body Spray.
- (3) Traits of a good listener

- Q.3** Rohan Sports, Modasa has received an inquiry from Supreme Sports Academy for supply of Cricket Kits in view of the forthcoming Summer Cricket Camp. Draft a suitable reply to this inquiry. (11)

SECTION: II

- Q.4** What is debate? Discuss various communication styles in debate. (12)

OR

Write short notes on the following.

- (1) Appearance of a business letter
- (2) Signature block
- (3) Defining objectives for presentation

- Q.5** Prepare a draft of Notice, Agenda and Minutes for Half Yearly Meeting of Executive Council of the Glassware company. (12)

OR

A Palanpur based Tractor Parts Company faces the threat of frequent strike of production unit workers at its Surat unit. As a Chairman of the three member committee. As a Chairman of the three-member committee, prepare a detailed Committee Report with recommendation for submission to the Board of Directors.

- Q.6** Mr. Shoharab Modi, an M.Tech and MBA (HR) Candidate is a resident of Baroda. He applies to Surbhi Share Broking, Junagadh in response to their opening for a dynamic and experienced Personnel 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**-----