

Date: 18/05/16.

Enrollment No: \_\_\_\_\_

## GANPAT UNIVERSITY

B. TECH SEM -I & II CBCS (NEW) REGULAR / REMEDIAL EXAMINATION – APR – JUNE - 2016

### 2HS103: Communication Skills

MAXM TIME: 3 HRS

MAXM MARKS: 60

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 'Process' and discuss the Process of Communication with a diagram. (10)

OR

Q.1 Attempt the following. (10)

(1) Non-verbal communication

(2) Differing Background and Emotional Outbursts as barriers to communication

Q.2 Discuss various traits of an effective listener. (10)

OR

Q.2 1. Skimming and scanning (10)  
2. Types of reading comprehension

Q.3 Do as instructed. (10)

1. I \_\_\_\_\_ (see) an accident while \_\_\_\_\_ the 58<sup>th</sup> street. (cross)

(Use proper form of the verbs)

2. How long \_\_\_\_\_ playing guitar? You just played like a maestro.

(Use proper form of the verb 'play')

3. |ɔ:l ðæt 'glɪtəz ɪz nɒt ɡəʊld | (Rewrite the sentence in normal English script)

4. We all know the dangers of smoking \_\_\_\_\_, addicts simply can't quit it.

(Use proper conjunction)

5. My car's engine \_\_\_\_\_. I think it's overheated. (Use appropriate form of 'to stall')

6. Rewrite the words in normal English script: 1. /nə'ses.i.ti/ 2. /'ræn.dəm/

7. The convicted murderer was \_\_\_\_\_ captive in Tihar Jail. (Put/kept/held)

8. Explain the eponym: Chauvinism

9. The art of garden cultivation

(Give one word substitute for the phrase)

10. I've broke my leg yesterday while riding motorcycle.

(Spot the error and rewrite sentence)



**SECTION: II**

- Q.4** According to you, what are the basic steps to prepare effective presentation? (10)  
**OR**
- Q.4** Attempt the following. (10)
1. Salient features of a group discussion
  2. Success factors in a job interview
- Q.5** (A) Bhavnagar based Megha Fertilizers Pvt. Ltd. sends a committee to investigate the causes of frequent strikes of the workers in its Veraval based unit. As a Chairman of the committee submit a detailed report with recommendations to the BoD of the company for its perusal. (06)
- (B) Prepare a display advertisement to promote sale of Neelam office chairs. (04)  
**OR**
- Q.5** (A) Prepare an impressive resume for Mr. Ankit Bansal who is having a Master's degree in Engineering, rich field experience and several personal qualities and achievements to his credit. (05)
- (B) As a wholesaler of readymade garments, send a reply to the retailer who has inquired for branded formal shirts. (05)
- Q.6** Answer the following questions in brief. (10)
1. Why is response important in communication?
  2. How is medium important in communication?
  3. Define 'Listening Comprehension'.
  4. What do you mean by 'Author's Viewpoint' in reading comprehension?
  5. List out some Dos while GD
  6. Explain the information gathering stage in presentation.
  7. What is 'Conflict-resolution interview'?
  8. What is Resume?
  9. What is Sales Promotion Letter?
  10. What is Post Script?

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