

GANPAT UNIVERSITY

M.TECH SEMSTER -II (CE/IT/EC) REGULAR EXAMINATION - MAY-JUNE - 2012
3OS201: English Language and Communication Skills

MAXM TIME: 3 HRS

MAXM MARKS: 70

Instructions:

1. Figures to the right indicate full marks
2. Each section should be written in a separate answer book
3. Be precise and to the point in your answer

SECTION - I

Q.1 Discuss the following. (12)

1. Basic functions of Communication
2. Features of an external and internal communication.

OR

Q.1 What is non-verbal communication? Discuss its components in detail with examples (at least three examples for each component).

Q.2 Discuss the guidelines for Framing Effective Sentences for Technical Writing. (11)

OR

Q.2 Discuss various flows of communication in an organization with the help of diagram and provide at least two situations for each flow.

Q.3 Do as directed (Any TWELVE) (12)

- (1) The share dealer behaved rudely with the client. (Identify underlined word)
- (2) The leaning tower of Piza, which _____ for years, reopened for public in 2001. (Insert proper form of 'close')
- (3) _____ the news about the crash? No, what happened? When did it happen? (Insert proper form of 'hear')
- (4) It's getting quite late. I'm afraid I _____ better leave. (should/had better)
- (5) You _____ dress up like a gentleman on the day of your interview. (must/have to)
- (6) He likes people to call him 'Sir'. (Change the voice)
- (7) It is impossible to do this. (Use can't)
- (8) He said that it _____ rain. (may/might)
- (9) Keep Searching. You might get a decent job that suits you. (Use 'would perhaps')
- (10) Something has to be _____ to save the people from this catastrophe. (Insert proper form of 'do')
- (11) If I _____ a lottery ticket, I _____ win 1,00,000 Rs. (Use second conditional)
- (12) I will have my car repainted next week. (Change the voice)
- (13) He'll be ready as soon as you _____. (be)
- (14) She herself denied accepting the cash prize. (Identify underlined word)

SECTION - II

Q.4 Explain the term 'noise' in communication? Discuss the possible causes for interpersonal barriers to communication with examples and remedies to overcome them. (12)

OR

Q.4 Explain the following terms with examples:

1. Appreciative Listening
2. Empathetic Listening
3. Comprehensive Listening

Q.5 What is reading? Discuss different strategies for effective reading comprehension.

OR

Q.5 Prepare the lay-out of a Business Letter and discuss all the compulsory parts of a business letter.

Q.6 Draft the following business letters.

(12)

- (1) As a Procurement Officer place a purchase order for ABC Coolers for your organization.
- (2) Convince what led to the error in the bill of different revolving chairs purchased by your customer and offer suitable adjustment in the form of a letter.

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