

1502051039.

No. of Printed Pages : 7

Roll No. ....

2K5-AS-1

December - 2015

## COMMUNICATION SKILLS

Time Allowed : 3 Hours

Max. Marks : 100

**Note :** 1. Word limit, wherever prescribed, must be followed.

2. Questions which have been made compulsory must be attempted.

3. Part 'A' should be attempted in the first six pages of the answer sheet.

4. Part 'B' should be attempted in the rest of the answer sheet.

<https://diplomate.greybits.in/>

### Part - A

1. Answer any ten questions in not more than 30 words—  $10 \times 2 = 20$

1. Give definition of communication with reference to the business world.

2. Describe how communication is a two way process.

3. "A picture is worth a thousand words." Explain.

2K5-AS-1

(2)

4. Describe different forms of communication.
5. Give five examples of oral communication.
6. How can you say that written communication has legal validity?
7. Written communication has accuracy. Explain.
8. Written communication does not give instant feedback. Explain.
9. Which medium of communication is more suited for promoting better relations and how?
10. Which medium of communication is suitable for mass education and mass publicity and how?
11. Give two examples of psychological barriers and how can we overcome these barriers?
12. "The single most significant characteristic of human race is ability to communicate." Discuss.

2K5-AS-1

(3)

13. What are media barriers? Discuss with examples.
14. Give four examples of visual communication.
2. Attempt any five of the following questions in about 70 words—  $5 \times 4 = 20$ 
  15. Write a letter requesting for a free demonstration for a multiple copier/printer which you plan to purchase for your office.
  16. You are General Secretary of the Cultural Society of your polytechnic. Prepare a notice for the forthcoming event of a music concert at the college by some renowned artist.
  17. You had placed an order for water cooler for your office. On opening the consignment you notice that the machine supplied is damaged. Write a letter to the dealer asking him to replace the defective piece.



2K5-AS-1

(4)

18. Write a letter inviting quotations for the stationery you plan to purchase for your new office.
19. You have shifted to a new address. Prepare a letter informing your bank about the change in your residential address.
20. Some employee in your office misbehaved with a female colleague. Draft a memorandum calling an explanation of the accused employee.
21. Prepare a classified advertisement for the sale of your old computer.
22. On behalf of the principal, Pusa Polytechnic, prepare a circular for change in the schedule of the winter vacations.

### Part - B

- Attempt any two of the questions number 24 to 26 in about 150 words. Question number 23 and 27 are compulsory. 15×4 = 60
23. In response to the following advertisement, prepare an application

2K5-AS-1

(5)

- for employment and your curriculum vitae:
- Wanted diploma holders to work as Production Supervisors in a large company manufacturing television components. Candidates should be willing to work in shift duties. Apply to Box No. N-30876, The Times of India, New Delhi.
24. You have been sponsored for attending a training programme by your company. Prepare a report on the training programme attended by you for facility of information on your immediate superior.
  25. Your institution organized a Career Opportunity Fair. Prepare a report on this event for the college magazine.
  26. What are the main principles of effective communication ? What steps

Diplomate

<https://diplomate.greybits.in/>



2K5-AS-1

(6)

would you take to achieve clarity of thought and expression ?

OR

Discuss importance of communication in business.

27. Make a precis of the following passage

and suggest a suitable title :

Sleep is considered important because it is a restorative process. According to Swami Satyananda Saraswati, during deep sleep, a person becomes highly dynamic at the unconscious level; during deep sleep, he is very close to his inner being. That's why sleep gives you so much of energy, freshness and bliss. When you sleep, you must lie on your left because this position puts the least pressure on the heart. As Swamiji put it, "Sleep is not physiological, but a mental state".

# Diplomate

<https://diplomate.greybits.in/>

2K5-AS-1

(7)

The brain, the most vital organ of the human body, has electrical impulses called alpha, beta, theta and delta waves. They are responsible for various activities in our body. During sleep, the body undergoes repair, renewal and restoration. But some people, because of their hectic lifestyle and work commitments, are not able to give the body and mind enough rest and relaxation. If you can't give yourself seven to eight hours of sleep every day, the deficit builds up, and over a period of time, results in physical and psychological distress. Shavasana is of great importance in Yoga. It is an invaluable tool for relieving stress.