

LQ

E-331

Roll No. 1713111058

Communication Skills

2K5-AS-1

Time : 3 hrs.

M.M. 100

Note:—

1. Part 'A' may be attempted in first 6 pages of Answer Sheet.
2. Part 'B' in rest of the Sheets of Answer Sheet.
3. Answers may be given in English.

PART - 'A'

1. Attempt any 10 questions.

(10 x 2 = 20)

(a) Time spent in speaking / listening is less than spent in reading/writing.

- (i) True
- (ii) False
- (iii) Sometimes
- (iv) I don't know

(b) Which of the following is not a type of communication?

- (i) oral Communication
- (ii) body language
- (iii) writing e-mails
- (iv) sleeping

(c) Who does the encoding?

- (i) sender
- (ii) receiver
- (iii) medium
- (iv) no-one

(d) Communication is a process of

- (i) Transmitting meassages
- (ii) receiving meassages
- (iii) both transmitting & receiving messages
- (iv) talking

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(e) Conciseness in Communication does not mean

- (i) brevity at the cost of clarity
- (ii) leaving out unnecessary words
- (iii) using short sentences
- (iv) avoiding repetition of words

(f) Transmitter is the

- (i) receiver in communication
- (ii) sender in communication
- (iii) channel in communication
- (iv) feedback in communication

(g) Barrier to communication means

- (i) the sender refuses to send the message
- (ii) the receiver refuses to receive the message
- (iii) there is a traffic jam
- (iv) the message does not have a desired effect

(h) Feedback is instant in.

- (i) Face to face Communication
- (ii) Written Communication
- (iii) Non-Verbal Communication
- (iv) Media Communication

(i) Socio-cultural barriers are not formed by

- (i) Social Status
- (ii) Culture
- (iii) Intelligence
- (iv) Poverty

(j) _____ is the list of items which are to be discussed in a meeting

- (i) Circular
- (ii) Notice
- (iii) Telex
- (iv) Agenda

(k) _____ maintains the personal touch and serves as record.

- (i) Telephonic Message
- (ii) Telex
- (iii) Letter
- (iv) e-mail

(l) Lettes are written to

- (i) Sell
- (ii) Persuade
- (iii) Complaint
- (iv) all these

(m) ----- is a written summary of one's educational qualification and experience.

- (i) Circular
- (ii) Notice
- (iii) Curriculum Vitae
- (iv) Agenda

(n) ----- are used when the same information and message is to be conveyed to a large number of people, customers, etc.

- (i) Circular letters
- (ii) Business letter
- (iii) Memo
- (iv) Telex

2. Attempt any Five questions.

(5 x 4 = 20)

- (a) What are semantic barriers?
- (b) What is the importance of face-to-face communication?
- (c) Give advantages of written communication.
- (d) Write a short note on the importance of communication in business.
- (e) How does noise act as a barrier to communication?
- (f) Briefly describe the role of eye contact in making communication effective.
- (g) What are the limitations of Oral Communication?

Attempt any Three questions, Question No. 7 is Compulsory :

(3 x 20 = 60)

- 3. (a) Write a report on the Annual Day celebration in your institute.
- (b) As a librarian, draft a circular to the students of final year to return their books to the library failing which they will not be given their Roll Nos.
- 4. (a) There is an advertisement in the 'Indian Express' for the post of a Lab Technician in a reputed institute. Write an applicaiton to the principal and give your personal resume also.
- (b) Draft a suitable catchy advertisement to promote the sale of Samsung G7 mobile.

5. (a) Write a letter to M/s Cost to Cost Nehru Place, Delhi asking for a copy of their latest catalogue of HP printer. Also ask for other terms and conditions for the supply of HP Printers.
- (b) What are the barriers to communication? Explain any two.

6. (a) Describe the essentials of effective communication.
- (b) Your institute has decided to organize a Total Health Check up camp in the campus. Prepare a suitable notice urging all the students to attend it. sign as the President, Students Union.

7. (a) Make a Precis of the following passage with a suitable title.

Conservation is indeed the most teachable of all arts. All you need to do in order to become a good conversationalist is to find a subject that interest you and your listeners. There are for example, numberless hobbies to talk about. But the most important thing is that you must talk about the other fellow's hobby rather than your own. There in lies the secret of your popularity. Talk to your friends about the things that interest them, and you will get a reputation for good fellowship. charming will and a brilliant mind. There is nothing that pleases people so much as your interest in their interest. It is therefore, just as important to know which subjects to select. Avoid unpleasant topics such as death or sickness and your own problems.

- (b) As a Director, Mankind India Pvt. Ltd. issue a memorandum advising all the employees to be punctual.

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