

LTS

Communication Skill - I
2K5-AS-01

E-01

Roll No.: 1902111050

M.M. 100

Time : 3 Hrs.

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'

(10x2=20)

1. Attempt any 10 questions.

- (i) The purpose of communication is to
 - (a) Fight
 - (b) Send a ambiguous message
 - (c) Block a message
 - (d) Ensure a feedback
- (ii) Communication has been derived from the
 - (a) Latin
 - (b) Greek
 - (c) English
 - (d) French
- (iii) Semantic barriers are caused due to
 - (a) Faulty Pronunciation of words
 - (b) Lot of Noise
 - (c) Mental state of the sender
 - (d) Bad health of the receiver
- (iv) Which of these is not a method of communication
 - (a) Oral communication
 - (b) Written communication
 - (c) Non-verbal communication
 - (d) Infinite communication
- (v) Which of these is an example of oral communication?
 - (a) Newspapers
 - (b) charts
 - (c) speeches
 - (d) pictures
- (vi) Which of these is an advantage of written communication?
 - (a) Can be kept as a permanent record
 - (b) Has no legal importance
 - (c) Immediate feedback
 - (d) faster mode of communication

- (vii) The work Kinesics refer to
 (a) Eye contact (b) Body language
 (c) Time Behaviour (d) word jugglery
- (viii) Proxemics in non verbal communication refers to
 (a) space between the sender and the receiver
 (b) Voice modulation
 (c) Body language
 (d) Eye contact
- (ix) 'Concise' in the 7 Cs of communication means
 (a) Long Messages (b) Brief and exact message
 (c) Grammatically correct messages (d) Courteous messages
- (x) An Agenda can be part of a
 (a) Notice (b) Report
 (c) Sales Letter (d) Offer Letter
- (xi) Letters written to public authorities can be categorized under
 (a) Formal Letters (b) Informal letters
 (c) Quotations (d) Personal Letters
- (xii) Bio data is also known as
 (a) Biography (b) Resume
 (c) First Impression (d) Write up
- (xiii) Email stand for
 (a) Easy Mail (b) Economy Mail
 (c) Electronic Mail (d) Eric Mail
- (xiv) A memorandum means
 (a) a note to help the memory (b) list of thing to do
 (c) Place an order (d) remember all details

2. Attempt any 5 questions.

(5x4=20)

- (i) Define Communication. What is the chief objective of communication?
- (ii) Write a short note on the components of communication.
- (iii) What is the difference between verbal and non verbal communication?
- (iv) How can the sender's or receiver's mindset be a barrier to communication?

- (v) Write two disadvantages of Oral communication.
- (vi) Distinguish between Encoding and Decoding.
- (vii) What is the difference between formal and informal letters?

Part 'B'

Attempt any three questions. (Question number 7 is compulsory.) (3x20=60)

- 3. (a) Explain at least four barriers to communication.
(b) Prepare an advertisement on the sale of flat in south Delhi.
- 4. (a) As the Public Relation Officer of an engineering college write a Press release describing the Techno Cultural Fest organized in the college.
(b) How can you make your communication effective? Explain with reference to the 7 Cs of communication.

- ~~5. (a) Write a Report on the rising pollution level in the National Capital Territory.~~
~~(b) You are the secretary of the cultural club. Draft a Notice inviting members of the club for a meeting in order to discuss the conduct of the Annual Fest in your club.~~

- ~~6. (a) What is oral communication? Explain the merits and demerits of oral communication.~~
~~(b) You are the HR Manager of BHEL. Draft a circular informing all the employees to maintain punctuality in the office.~~

Compulsory
7.

- (a) Draft a job application along with the Bio data to the following advertisement.
"Eureka Forbes, Nehru Place, New Delhi is looking for young and dynamic sales executives to lead the company's sales force. Candidates with minimum 2 years sales experience and good command over English may apply within 10 days to Box No D-234, The Times of India, BSZ Marg, New Delhi."

- (b) Make a Precis of the following passage and suggest a suitable title.

Often students who are very fond of reading books are labelled by their comrades as bookworms. Those insulting words generally come from the mouths of students who consider themselves as being 'gamester'. Boys who shine in athletics or in the playing of some game - particularly cricket, consider that the games' field is a better or nobler arena for their activities and the expenditure of their energies than the classroom or the reading desk. The idea is born out of an inferiority complex inherent in the games

minded students who actually envy their fellows who 'shine' academically. Academic honours have a glamour which is unique.

It is not to be denied that the playing of games is a worthy activity; it is worthy in the sense that the team spirit can be engendered in the individual only if he has learnt to participate in the playing of games. It is also true that the player does much for society and for his country on the playing field. It is true that the feeling of cooperation can be cultivated in a person only through group activity. But studies should not be sacrificed in order that students devote their time only to the playing of games. It is my observation that those boys who become obsessed with the playing, particularly of cricket, begin to ignore their studies and then their academic ability suffers, as it must.