

Seat No.: \_\_\_\_\_

Enrolment No. \_\_\_\_\_

## GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-I & II (NEW) EXAMINATION – SUMMER-2019

Subject Code: 2110002

Date: 31/05/2019

Subject Name: Communication Skills

Time: 10:30 AM TO 01:00 PM

Total Marks: 70

Instructions:

1. Question No.1 is compulsory. Attempt any four out of remaining six questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- | Q.1 | Objective Question (MCQ)  | Mark |
|-----|---|------|
| (a) | Fill in the blanks with appropriate articles.<br>1. ___ Ganga is ___ sacred river.<br>2. I have not seen him since he was ___ child.<br>3. The river was spanned by ___ iron bridge.<br>4. ___ tiger, ___ animal equal to the lion in size, is a native of Asia.<br>5. ___ umbrella is of no use against the thunderstorm.<br>6. He looks as stupid as ___ owl.<br>7. Iron is ___ useful metal.   | 07   |
| (b) | Choose the correct option in the following:<br>1. The Road Not Taken is a poem written by<br>a. Nissim Ezekiel<br>b. Robert Long<br>c. Ruskin Bond<br>d. Robert Frost<br>2. Find out the correct spelling.<br>a. Enginiring<br>b. Engeneering<br>c. Engeniring<br>d. d. Engineering<br>3. In an E-mail, CC refers to?<br>a. Case Copy<br>b. Cover Copy<br>c. Carbon Copy<br>d. Core Copy<br>4. Kinesics is an important component of<br>a. Verbal communication<br>b. Written communication<br>c. Non-verbal communication<br>d. None of the above<br>5. Harvey Maxwell is a character from<br>a. The Road Not Taken<br>b. The Eyes Are Not Here<br>c. The Romance of a Busy Broker<br>d. Goodbye Party for Miss Pushpa T S<br>6. 1. There is no difference between hearing and listening.<br>2. Listening is a conscious effort to comprehend what is heard.<br>a. Only 1 is correct | 07   |

- b. Both 1 and 2 are correct.  
c. Only 2 correct.  
d. Both 1 and 2 are incorrect.
7. \_\_\_\_\_ is the study of communication done through the use of time.  
a. Proxemics  
b. Kinesics.  
c. Para-linguistics  
d. Chronemics
- Q.2** (a) What is the importance of feedback in communication process? **03**  
(b) Write a short note on Kinesics. **04**  
(c) Define the word 'Communication'. Explain Process of Communication in detail. **07**
- Q.3** (a) Define the purpose of presentation. **03**  
(b) Differentiate between 'hearing' and 'listening' with examples. **04**  
(c) "An effective presentation passes through three stages: Planning, Preparing and Performing" – Illustrate. **07**
- Q.4** (a) What are the qualities of good listener? Write in brief. **03**  
(b) Discuss, in short, barriers of effective listening. **04**  
(c) Elucidate various types of listening with examples. **07**
- Q.5** (a) Write a short note on Proxemics. **03**  
(b) Discuss various techniques of reading. **04**  
(c) You are a Purchase Manager in a company. You have purchased 50 computers for your company. After receiving computers, you received complaints from your colleagues that 20 computers are not working properly. Draft a complaint letter mentioning details of problems of computers and ask for replacement of 20 computers. **07**
- Q.6** (a) Write a note on Miss Pushpa with reference to the poem Goodbye Party for Miss Pushpa T S. **03**  
(b) Write a paragraph on Swachh Bharat Mission. **04**  
(c) Imagine you are a General Manager of a company. Write a detailed report to your Managing Director about the fire accident in the manufacturing unit with suggestions to avoid such accidents in future. **07**
- Q.7** (a) "Life is all about making choices." – Discuss the statement with reference to the poem The Road Not Taken by Robert Frost. **03**  
(b) Give description of the conversation between the girl and the narrator in the story The Eyes Are Not Here. **04**  
(c) Portray a character sketch of Harvey Maxwell. **07**

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