

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY
DIPLOMA ENGINEERING – SEMESTER – 1/2 • EXAMINATION – SUMMER-2016

Subject Code: 3326301

Date: 01/06/2016

Subject Name: Communication Skills

Time: 10:30 PM TO 01:00 PM

Total Marks: 70

Instructions:

- 1. Attempt all questions.**
- 2. Make Suitable assumptions wherever necessary.**
- 3. Figures to the right indicate full marks.**
- 4. Use of programmable & Communication aids are strictly prohibited.**

Q.1 Answer the following. [Any seven] [14]

1. What is communication?
2. What is the importance of effective communication in business?
3. What are the different types of communication?
4. What do you understand by the term grapevine?
5. Give two importance of horizontal communication.
6. Name physical barriers to communication.
7. Name two signs of visual communication.
8. Give two advantages of signs of audio communication.
9. Define non-verbal communication.
10. What does body language include?

Q.2 (a) State whether the following sentences are true or false. [Any three] [03]

- 1 Telegram is a quick and easy way of transmitting a message.
2. Minutes are written by the President.
3. Official letters are not friendly.
4. Tone of the circular and notice is always in the form of request.

OR

(a) Write a memo from the bank manager to the bank employee about a complaint of a customer for not attending to his urgent work.

(b) Write a notice to the staff members for saving water and electricity. [03]

OR

(b) Answer the following. [any three]

1. How is the horizontal communication carried on?
2. Give two advantages of diagonal communication.
3. Draw a sign of “No horn please”.
4. How will you overcome barriers to communication?

(c) Match the following. [04]

- | | |
|----------------------|--------------------------------|
| 1. Agenda | [a] is displayed on the board. |
| 2. Purpose of a memo | [b] is a costly affair. |

3. Notice [c] is read aloud or circulated.
4. Telegram [d] is to put on record

OR

(c) There was a fire in your building. Write a report on the incident.

(d) State whether the following sentences are true or false. [04]

1. Face to face communication is diagonal communication.
2. Emotional states of mind play an important role in the act of communication.
3. Downward communication is used only for giving instructions to the employees.
4. Upward communication moves from the superiors to the subordinate staff.

OR

(d) Write a letter to Municipal Commissioner for improving water supply in your locality.

Q.3 (a) Choose correct answer from the bracket [any three] [03]

1. To pay a short visit [call on, call upon, call back]
2. To follow a wrong path [go away, go astray, go to pieces]
3. To extinguish [put on, put off, put up]
4. To be known [come to light, come to grief, come to term]

OR

(a) Give the meaning of the following. [any three]

1. Off and on
2. In black and white
3. Over and above
4. To be out of order

(b) Match the following [any three] [03]

1. A white elephant [a] a secret foe
2. A snake in the grass [b] to be ruined
3. To go to the dogs [c] uncomfortable surroundings
4. A fish out of water [d] very costly but not very useful

OR

(b) Fill in the blanks with suitable phrasal verbs. [any three]

[in the nick of time, jump to the conclusion, taken aback, lose heart]

1. We were ____ by the sudden removal of Mr. Gupta from the Ministry.
2. Don't ____ . Everything is going to be all right.
3. Don't ____ before verifying the facts.
4. We reached the airport _____.

(c) Write a circular to inform people that tomorrow there will be no electric supply in your society for two hours. [04]

OR

(c) Choose the correct answer. [any four]

1. The agenda of a meeting is circulated
(a) after the meeting (b) before the meeting (c) during the meeting.

2. Minutes of the meeting are written by
(a) President (b) Vice- President (c) Secretary of the company
3. Written summary of a business meeting is called____
(a) circular (b) agenda (c) minutes
4. The business letter has _____ components.
(a) 1 (b) 4 (c) 3
5. The subject in an official letter is usually written____
(a) above the salutation (b) after the salutation (c) below the salutation

- (d) You have been asked to send your resume for the post of Assistant Agricultural Engineer, in Junagadh Agricultural University, Junagadh. Write a resume. [04]

OR

- (d) Answer the following. [Any four]

1. What are the advantages of a memo?
2. In how many forms the minutes of the meeting can be written?
3. What is the difference between circular and notice?
4. What are the three important components of a memo?
5. What is an agenda?

- Q.4 (a) Give synonyms for the following words [Any three] [03]

1. Dangerous
2. Explain
3. Outcome
4. Accurate

OR

- (a) Choose a correct synonym from the bracket for the underlined words.

1. Dog is a faithful animal. [loyal, kind, deadly]
2. Our exam has been postponed. [delayed, cancelled, declared]
3. He is a very wealthy businessman. [poor, rich, corrupt]

- (b) Give antonyms for the following words. [Any four] [04]

1. Theory
2. Urban
3. Advantage
4. Continue
5. Tender

OR

- (b) Choose a correct antonym from the bracket.

1. Accept [repel, reject, neglect]
2. Artificial [humble, natural, spiritual]
3. Entrance [exit, near, remote]
4. Original [general, duplicate, optional]

- (c) Translate the following words into Hindi. [07]
1. Timetable
 2. Advice
 3. Business
 4. Income tax
 5. Application
 6. Institute
 7. Election

- Q.5 (a) Answer the following. [Any four] [04]
1. What type of noun is always written in capital letters?
 2. _____ is really important for your health, you should smile. [happy]
[Change the adjective 'happy' into noun].
 3. Rohit waited for the train, but it was late.
[Identify the type of sentence: simple/compound/complex]
 4. How did the burglar get into the house? Meha knows.
[Combine the sentence using a Noun clause]
 5. The plane flew over the Atlantic.
[Identify the preposition]

- (b) Answer the following. [04]
1. List the accessories and tools that Uncle Podger needed for hanging a picture.
 2. Why could Uncle Podger not find his handkerchief?
 3. What kind of mustachios has the author described?
 4. Name the freedom fighter who was known as Netaji ?

- (c) Write a short note on: [any one] [03]
1. Guru Govind Singh

OR

Uncle Podger.

- (d) Answer the following. [Any three] [03]
1. Who has written "A pair of mustachios"?
 2. Who explained that plants also suffer pain like us?
 3. Unscramble the words: remmah or ecnul
 4. Give meaning of: blue blood or commotion
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