

GUJARAT TECHNOLOGICAL UNIVERSITY**BE - SEMESTER- I & II (NEW) EXAMINATION – WINTER 2019****Subject Code: 2110002****Date: 13/01/2020****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) Objective Questions (MCQ)	07
	1. Find out mismatch word among following: Modern, Contemporary, Latest, Obsolete.	
	2. How many people _____ in your family? (is there, there, there are, are there)	
	3. Mohit _____ English, Hindi and Gujarati languages. (speak, speaks)	
	4. Which is the correct spelling? (i) necessary (ii) necessary (iii) neccessery	
	5. People in many villages don't have _____ to electricity. (access, excess)	
	6. In an email, CC means _____. (cover copy, carbon copy, certified copy)	
	7. The Eyes are not Here is a short story written by _____. (i) Nissim Ezekiel (ii) Robert Frost (iii) Ruskin Bond.	
	(b) State if the following statements are True or False. If the statement is false then write the correct statement.	07
	1. 'Feedback' is not important in communication process.	
	2. Skimming reading technique is used for when we read for pleasure.	
	3. A good listener can inspire and motivate himself/herself for listening.	
	4. Harvey Maxwell is a character occurs in 'The Road not Taken'	
	5. 'Goodbye Party for Miss Pushpa T.S' is a very good short story written by Ruskin Bond.	
	6. Proxemics is the study of communication done through the use of space.	
	7. There is no difference between hearing and listening.	
Q.2	(a) What is the importance of 'Feedback' in communication process?	03
	(b) Differentiate between 'hearing and listening'.	04
	(c) What is communication? Explain process of communication with its diagram.	07
Q.3	(a) Write a short note on any one (i) proxemics (ii) kinesics.	03
	(b) "Organizing content and preparing an outline plays an important role in presentation". Explain.	04
	(c) Write a detail note on traits of a good listener.	07
Q.4	(a) Define the purpose of presentation.	03
	(b) Explain any two barriers to effective communication.	04
	(c) Discuss in detail various techniques of reading with examples.	07



- Q.5** (a) What do two roads symbolise in the poem 'The Road not Taken'? **03**
(b) Portray the character sketch of Harvey Maxwell. **04**
(c) Write an essay on 'Clean India Mission' **07**
- Q.6** (a) Write a brief newspaper report on 'Convocation Day' celebrated at Gujarat Technological University, Ahmedabad yesterday. **03**
(b) As a student, write an email to your college principal to arrange extra lectures of Mathematics subject for the benefit of students. **04**
(c) As a Purchase Manager, you have placed an order of 285 headphones for your company. However, after delivery of the product, you noticed that 100 of them are defective. Write a complaint letter to Avy Logistics, Rajkot and ask for replacement of defective headphones within one week. **07**
- Q.7** (a) How does the narrator try to find out more about the girl in 'The Eyes are not Here'? **03**
(b) Write a short note on the theme of the poem 'The Road not taken' **04**
(c) Critically evaluate the poem 'Goodbye Party for Miss Pushpa T.S' **07**

www.FirstRanker.com