

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.
<ol style="list-style-type: none">1. ____ Ganga is ____ sacred river.2. I have not seen him since he was ____ child.3. The river was spanned by ____ iron bridge.4. ____ tiger, ____ animal equal to the lion in size, is a native of Asia.5. ____ umbrella is of no use against the thunderstorm.6. He looks as stupid as ____ owl.7. Iron is ____ useful metal. | 07 |
| (b) | Choose the correct option in the following:
<ol style="list-style-type: none">1. The Road Not Taken is a poem written by<ol style="list-style-type: none">a. Nissim Ezekielb. Robert Longc. Ruskin Bondd. Robert Frost2. Find out the correct spelling.<ol style="list-style-type: none">a. Enginiringb. Engeneeringc. Engeniringd. d. Engineering3. In an E-mail, CC refers to?<ol style="list-style-type: none">a. Case Copyb. Cover Copyc. Carbon Copyd. Core Copy4. Kinesics is an important component of<ol style="list-style-type: none">a. Verbal communicationb. Written communicationc. Non-verbal communicationd. None of the above5. Harvey Maxwell is a character from<ol style="list-style-type: none">a. The Road Not Takenb. The Eyes Are Not Herec. The Romance of a Busy Brokerd. Goodbye Party for Miss Pushpa T S6. <ol style="list-style-type: none">1. There is no difference between hearing and listening.2. Listening is a conscious effort to comprehend what is heard. | 07 |

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- a. Only 1 is correct

- b. Both 1 and 2 are correct. 03
- c. Only 2 correct. 04
- d. Both 1 and 2 are incorrect. 07
7. _____ is the study of communication done through the use of time.
- Proxemics
 - Kinesics.
 - Para-linguistics
 - Chronemics
- Q.2**
- What is the importance of feedback in communication process? 03
 - Write a short note on Kinesics. 04
 - Define the word 'Communication'. Explain Process of Communication in detail. 07
- Q.3**
- Define the purpose of presentation. 03
 - Differentiate between 'hearing' and 'listening' with examples. 04
 - "An effective presentation passes through three stages: Planning, Preparing and Performing" – Illustrate. 07
- Q.4**
- What are the qualities of good listener? Write in brief. 03
 - Discuss, in short, barriers of effective listening. 04
 - Elucidate various types of listening with examples. 07
- Q.5**
- Write a short note on Proxemics. 03
 - Discuss various techniques of reading. 04
 - 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**
- Write a note on Miss Pushpa with reference to the poem Goodbye Party for Miss Pushpa T S. 03
 - Write a paragraph on Swachh Bharat Mission. 04
 - 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**
- "Life is all about making choices." – Discuss the statement with reference to the poem The Road Not Taken by Robert Frost. 03
 - Give description of the conversation between the girl and the narrator in the story The Eyes Are Not Here. 04
 - Portray a character sketch of Harvey Maxwell. 07
