

Subject Code: 2110002
Date: 16-05-2018
Subject Name: COMMUNICATION SKILLS
Time: 02:30 pm to 05:00 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) Select the correct answer from the given options in the brackets.	07
	1. _____ India is a democratic country. (No article, The, An)	
	2. _____ working very hard, Reema could not perform well in the exam. (Due to, In spite of, Owing to)	
	3. Kindly look _____ the matter and find a solution. (in, into, towards)	
	4. _____ Listening is done for the purpose of enjoyment. (Appreciative, Critical, Informative)	
	5. _____ is the study of Communication through the use of body movements. (Chronemics, Proxemics, Kinesics)	
	6. <i>The Eyes Are Not Here</i> is a short story written by _____ (Ruskin Bond, O. Henry, Edgar Allen Poe)	
	7. _____ Communication is generally used in a friendly conversation. (Formal, Informal, Non-verbal)	
	(b) State whether the following statements are True or False. Correct the statement if it is False.	07
	1. <i>The Road Not Taken</i> is a play by Robert Frost.	
	2. The terms Hearing and Listening have the same meaning.	
	3. Skimming is used to recognize the main ideas of a text.	
	4. The full form of e-mail is electric mail.	
	5. The topic sentence should always be written at the end of the paragraph.	
	6. Proxemics studies communication by identifying the space between individuals.	
	7. Body language is a part of verbal communication.	
Q.2	(a) Elucidate the statement: Listening is a process of receiving, integrating and reacting to the message received from communication sender.	03
	(b) Presentation delivery is organization of verbal skills, non-verbal skills and presentation styles. Explain.	04
	(c) Write a Paragraph on <i>India's Performance in Olympics</i> .	07
Q.3	(a) Write a short note on the Purposes of Reading.	03
	(b) Enlist the points to be kept in mind for writing an effective e-mail.	04
	(c) Write a note on the Components of Non-Verbal Communication.	07
Q.4	(a) Enlist the types of Reports.	03
	(b) Prepare an outline for presenting a topic of your choice.	04

- (c) You have made an online purchase of a laptop from Sony Computers, Ahmedabad. The laptop delivered to you is in a damaged condition. Write a complaint letter to the Customer Care Centre of Sony Computers and ask for replacement. **07**
- Q.5** (a) What is Reading Comprehension? Narrate the reasons for poor Comprehension. **03**
- (b) Write a short note on the types of Listening. **04**
- (c) A cultural event was organized at your college in which students from technical colleges all over Gujarat participated. Draft a Report on the same that is to be sent to the Principal. **07**
- Q.6** (a) Discuss briefly the elements of Paragraph Writing. **03**
- (b) Comment on the twist at the end of the story *The Romance of a Busy Broker*. **04**
- (c) Discuss in detail the parts of a Business Letter. **07**
- Q.7** (a) Justify the title of the poem *The Road Not Taken*. **03**
- (b) Write a note on the humour in the poem *Goodbye Party for Miss Pushpa T S*. **04**
- (c) Complete the following story and give it a suitable title: **07**

A long time ago was a faraway kingdom where beautiful fairies resided. They lived peacefully and employed magic and music to sweeten lives and atmosphere. Amongst them was a sweet little fairy who was innocent but mischievous. She played tricks on her friends for fun. She, however, never meant to cause any harm to anyone. One day, she had an idea...
