

FE (All Br.) Sem II (R)
Comm. Skills

05/06/09
11-1 p.m.

V-EX-1-04-10-3000-07

Lib.

Con. 2442-09. Communication Skills

VR-1035

(REVISED COURSE)

(2 Hours)

[Total Marks : 75

N.B. : (1) Question No. 1 is compulsory.

(2) Attempt any four from the remaining six questions.

(3) **Figures to the right indicate marks.**

(4) Answers to **all the sub-questions** should be attempted and grouped together.

1. Write short notes on any **three** of the following 15
- (a) Paralanguage
 - (b) Physical Barriers
 - (c) Effective Listening
 - (d) Advantages and Disadvantages of Email
 - (e) You Attitude
 - (f) Modified Block Format.
2. (a) 'Feedback is the final link of the communication process.' Explain the process of communication with the help of a block diagram in the light of this statement. 8
- (b) What is vertical communication? Discuss its types, and merits and demerits of each. 7
3. (a) A computer institute in Bangalore has advertised a special vacation training programme in Advanced Animation for Engineering student/which you wish to attend. Draft a letter of inquiry requesting details of the programme including accommodation facilities available for out station students. Draft the letter in the full block format. 7
- (b) Find one- word substitutes for the following— 4
- (i) Communication by touch
 - (ii) Specialised or technical language
 - (iii) Informal communication which spreads fast
 - (iv) Receiving and interpreting the sender's message.

(c) Identify the barriers—

- (i) The speaker starts stammering when he sees the huge audience.
- (ii) The music played in the neighbour's house was so loud that I could hardly study.
- (iii) The girl discontinued dancing as the tape recorder suddenly stopped.
- (iv) The Chief guest uses technical terms in his speech on the Big Bang experiment. The children fail to understand.

4. (a) You have received an order for hundred benches from a school. Due to some problems you will be able to dispatch only 60 now. Draft a reply to the school authorities explaining the situation and requesting extension of time of deliver the remaining 40 benches.

Use the modified block format.

(b) Write a set of instructions for replacing a gas cylinder.

5. (a) You had ordered 500 metres of curtain fabric for your hotel. The consignment reached you two weeks later than the specified date and the fabric is also not of the quality you had ordered. Draft a letter of complaint asking the manufacturer to replace the whole consignment using the semi block format.

(b) Define any **four** of the following terms :—

- (i) Spring Balance,
- (ii) Thermos Flask
- (iii) Microscope
- (iv) Calculator
- (v) T-square
- (vi) Food processor.

6. (a) Describe any **one** of the following objects with a neat diagram—

- (i) Telephone
- (ii) Thermo meter.

(b) What do the following gestures suggest :—

Yawning, Crossed Arms, Clenched Fists, Nail biting.

(c) What is meant by the following phrases : (any **two**)

- (i) Provide for feedback.
- (ii) Study your audience.
- (iii) Open Punctuation.

7. Read the passage and answer the following questions :—

Leading investors have joined the growing chorus of concern about governments and companies rushing into producing biofuels as a solution for global warming, saying that many involved in the sector could be jeopardising future profits if they do not consider the long-term impact of what they are doing carefully.

It is essential to build sustainability criteria into the supply chain of any green fuel project in order to ensure that there is no adverse effect on the surrounding environment and social structures. The report produced by the investors expresses concern that many companies may not be fully aware of the potential pitfalls in the biofuel sector.

Production of corn and soya beans has increased dramatically in the last years as an ecofriendly alternative to fossil fuels but environmental and human rights campaigners are worried that this will lead to destruction of rain forests. Food prices could also go up as there is increased competition for crops as both foodstuffs and sources of fuel. Last week, the UN warned that biofuels could have dangerous side effects and said that steps need to be taken to make sure that land converted to grow biofuels does not damage the environment or cause civil unrest. There is already great concern about palm oil, which is used in many foods in addition to being an important biofuel, as rain forests are being cleared in some countries and people driven from their homes to create palm oil plantations.

An analyst and author of the investors' report says that biofuels are not a cure for climate change but they can play their part as long as governments and companies manage the social and environmental impacts thoroughly. There should also be greater measures taken to increase efficiency and to reduce demand.

Questions :

- (1) _____ are worried about the boom in biofuels. 1
- (a) Few people
- (b) Many people
- (c) Only these leading investors.
- (2) Biofuel producers _____ know about the possible problems. 1
- (a) do not
- (b) might not
- (c) must not.

- (3) Environmentalists believe that increased production of corn and soya— 1
- (a) has destroyed rain forests.
 - (b) may lead to the destruction of rain forests.
 - (c) will lead to the destruction of rain forests.
- (4) Biofuels might— 1
- (a) drive food prices up.
 - (b) drive food prices down.
 - (c) have little or no impact” on food prices.
- (5) The increased production of palm oil— 1
- (a) just affects the environment.
 - (b) just affects people.
 - (c) affects both people and the environment.
- (6) The author of the report says that biofuels— 1
- (a) have no role to play in fighting global warming.
 - (b) are not effective in fighting global warming on their own.
 - (c) should be part of a group of measures to fight global warming.
- (7) Give a title to the passage. 1
- (8) Write a summary of the above passage. 8