

Subject: COMMUNICATION SKILLS & TECHNICAL WRITING

Time: 3 Hours

DECEMBER 2010

Max. Marks: 70

NOTE: There are 9 Questions in all.

- **Question 1 is compulsory and carries 20 marks. Answer to Q.1 must be written in the space provided for it in the answer book supplied and nowhere else.**
- **The answer sheet for the Q.1 will be collected by the invigilator after half an hour of the commencement of the examination.**
- **Out of the remaining EIGHT questions answer any FIVE questions. Each question carries 10 marks.**

Q.1 Choose the correct or the best alternative in the following: (2×10)

a. The formal process of communication is also called:

- (A) Horizontal Communication (B) Vertical Communication
(C) Diagonal Communication (D) All of the above

b. The notional concord in a sentence is based on:

- (A) Guess, Estimate (B) Fact
(C) Accuracy (D) None of the above

c. The term Comfort Zone Speed (CZS) refers to the:

- (A) Writing speed (B) Learning speed
(C) Reading speed (D) Listening speed

d. The first and the most important step in the direction of effective speaking is:

- (A) Right Attitude (B) Outline of the speech
(C) Prepared speech (D) All of the above

e. Except radio and television broadcast, most of the human communication is:

- (A) One-way Communication (B) Two-way Communication
(C) Three-way Communication (D) None of the above

f. Minutes of the meeting should be signed by:

- (A) The person who presides over the meeting
(B) The person who attends the meeting
(C) The person who is not the member of the meeting
(D) None of the above

g. UPS are used in computers for:

- (A) Uninterrupted operation (B) Fast speed
(C) Low power consumption (D) Virus detection

h. Business letters in India are normally written in:

- (A) Block style (B) Indented style
(C) Complete block style (D) Semi block style

i. The preface to a book is written by:

- (A) Managing Director (B) The author
(C) Other than the author (D) None of the above

j. The antonym of ever is:

- (A) Always (B) Never
(C) Once (D) Not ever

**Answer any FIVE questions out of the following EIGHT questions.
Each question carries 10 marks.**

- Q.2** a. Describe the various barriers to Communication by giving examples. (5)
b. "Poise is an important discussion skill". Explain (5)
- Q.3** a. What are the differences between a circular and a notice? What are the advantages of a memo over a letter? (6)
b. List briefly the advantages and disadvantages of: (4)
(i) Telegrams
(ii) E-mails
- Q.4** a. What is the significance of Communication in Business Organization? (5)
b. Throw light on the structure of a detailed report. (5)
- Q.5** a. Frame a press report on the lack of civil amenities in your locality. (6)
b. Discuss the structure of a business letter. (4)
- Q.6** a. Fill in the blanks with the appropriate word: (1×5)
(i) I to finish the work by tomorrow. (wish / hope)
(ii) We went round the colony to for votes. (canvas / canvass)
(iii) The inspector ... the minister of the situation. (appraise/ apprise)
(iv) The student was ... for his bad behaviour. (censored/ censured)

(v) Donating blood is a act (human/ humane)

- b. Make sentences with the following: (1 × 5)
- (i) come about
 - (ii) cut down
 - (iii) string on the fence
 - (iv) where the shoe pinches
 - (v) take one to task

Q.7 a. TCS has invited applications for the post of Senior Manager through an advertisement in a newspaper. You wish to apply for this post. Frame an application letter and personal resume' for the same. (8)

b. What is Communication? (2)

Q.8 a. Give one-word substitutes for the following: (1×6)

- (i) One who looks at bright side of things.
- (ii) One who cannot read and write.
- (iii) Occurring after death.
- (iv) A work whose writer is unknown.
- (v) Speaking aloud to oneself.
- (vi) The art of beautiful hand writing.

b. Mark intonation in the following: (1×4)

- (i) Many Happy Returns!
- (ii) When is the wedding?
- (iii) Can I meet you today?
- (iv) We lost the match.

Q.9 a. What is the role of body language in an interview? (6)

b. Give antonyms of: (4)

- (i) Depression.
- (ii) Diminish.
- (iii) Obese.
- (iv) Civilized.