

MCA (Revised)
Term-End Examination
June, 2008

MCS-015 : COMMUNICATION SKILLS

Time : 2 hours

Maximum Marks : 50

Note : Answer all questions.

1. Read the following passage and answer the questions given below it :

A robot is a versatile machine which can perform many tasks like human beings within a changing environment. It can imitate some of the actions of human beings and can be programmed to do different things at different times. It may or may not resemble a human being.

The word *robot* comes from the Czech word *robota* which means forced labour or slavery. So robots were conceived as slaves of the human race. Since then, the word *robot* has been used very frequently by the science fiction writers and film makers. During the last few years many films such as *Star Wars*, *Saturn-3*, *Robocop*, *Metropolis*, etc. have been made, which are all related to robots.

Robots are being used mainly in factories. They are also being used to perform dangerous jobs and scientific experiments. They are also used at home, in space and in medicine.

Industrial robots can work where human beings can't work due to the heat or the poisonous environment. Industrial robots can lay under-sea cables for telephones and can work in coal mines, oil fields etc. Robots are being used successfully in nuclear power plants for the disposal of radioactive wastes.

Different types of domestic robots are being used in advanced countries like America and Japan for different purposes. Many top robots are available which can produce different sounds and light effects to entertain children.

Robots are used for many medical purposes too. They can help the physically handicapped. The Japanese have developed a robot which acts like a patient and is being used as a guinea-pig for training medical students.

- (i) In what ways can a robot be compared to human beings ? 2
- (ii) Why does the writer compare robots with slaves of the human race ? 2
- (iii) Mention any two things that robots do in industries. 2
- (iv) Use the words/phrases 'domestic', 'guinea-pig' and 'disposal of' in your own sentences. 3
- (v) Give a suitable title to the passage. 1
2. Fill in the blanks choosing the most suitable phrasal verb from those given below :
- (Make changes in the form of the verb where necessary. There are two extra phrasal verbs.)

turn down, put off, put up with, throw away, turn up,
give in, deal with

- (i) We were surprised to see that so many people
_____ for the function.
- (ii) She found it hard to _____ her son's rude
behaviour.
- (iii) Before you _____ the request, make sure that
you have studied it properly.
- (iv) Let's not _____ this wonderful opportunity.
- (v) The meeting was _____ indefinitely because of
several problems.

5

3. Write down the text of a group discussion among four participants on the use of English as a medium of instruction in schools.

10

4. You are M.N. Roy, Area Sales Manager, Religare Securities Pvt. Ltd., New Delhi. Write a memo to be sent to all the branch managers to attend a meeting on 20th September and to give a detailed report of the targets met so far.

10

5. Write a letter of application along with your Curriculum Vitae (C.V.) for the job of Customer Service Executive in response to the following advertisement :

- Position :** Customer Service Executives
- Jot Profile :** Knowledge of HSBC products and procedures. Handling inbound and outbound calls to answer overseas customer queries.
- Skills :** Excellent communication skills in English. Negotiating skills. Flexibility to work in shifts. Graduation degree.

Apply within 10 days to Ma Foi Management Consultants Ltd., Community Centre, Saket, New Delhi - 110017.

10+5=15