



## Communications Skills-Dec2017

*First Year Engineering (Semester 2)*

**TOTAL MARKS: 40**

**TOTAL TIME: 2 HOURS**

**(1) Question 1 is compulsory.**

**(2) Attempt any three from the remaining questions.**

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

**Q1.(a).** Write a short note on objectives of communication. **(03)**

**Q1.(b).** Read each sentence and fill the blank spaces choosing the correct article in it. **(02)**

(i) Are you coming to \_\_\_\_\_ party next Saturday?

(ii) She was wearing True \_\_\_\_\_ ugly dress when she met him.

**Q1.(c).** Write short note on modified block format with its diagrammatic representation. **(03)**

**Q1.(d).** Construct the technical definition of the following. **(02)**

i. Electric bell                      ii. Clinical thermometer.

**Q2.(a).** Explain 7 C's of effective written communication. **(03)**

**Q2.(b).** Explain merits of oral communication. **(02)**

**Q2.(c).** As the Purchase Manager of Elixir society, you have ordered some computers and scanner for your office to Global systems limited. Which you had ordered from them as reached you in a damaged condition. Make a complaint to company and demand replacement or suitable compensation. Invent necessary details (use complete block form.). **(05)**

**Q3(a)** write a short note on chronomics (Temporal). **(03)**

**Q.3(b).** Match the following. **(02)**

A	B
1. Full block form.	a) claim letter



2. Letterhead.	b) body of a letter is punctuated
3. Demanding for compensation.	c) no indent
4. Open punctuation.	d) logo

**Q3.(c).** You have opened new shop stationary in node of your city. Write a letter of enquiry for different items for your shop from wholesale dealers from Mumbai. Mention all details regarding different varieties, colour, quality and prices etc while you need for your shop. (Used modified block). **(05)**

**Q4.(a).** Write short note on qualities of good speaker. **(02)**

**Q4.(b).** Write a short on following concepts. **(06)**

**Q4.(c).** Identify the barrier. **(02)**

1. He is set on Bank.

2. Everything is wrong in this company.

**Q5.(a).** Explain in detail cultural barriers. **(03)**

**Q5.(b).** Provide one word substitute for the following sentence.(Any two). **(03)**

**Q5.(c).** State the difference between warning and caution. **(03)**

**Q6.(a).** Describe any one of the following objects giving definition diagram component and working of calculator or voltmeter. **(05)**

**Q6.(b).** Read the following passage carefully and answer the questions given below. **(05)**