



## Communications Skills-May2017

### 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 objective of communication? **(03)**

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

(1) You will lose / loose your deposit if you cancel the order.

(2) He is a man who's / whose opinion I respect.

(3) He is one of the men who does / do the work.

(4) I would advice / advise extreme caution.

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

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

1. Wall clock

2. Soldering.

**Q2.(a).** Explain non-verbal communication. **(02)**

**Q2.(b).** List out the principle of communication and explain to principal. **(02)**

**Q2.(c).** As the manager of Sangam Hotel, New Delhi, write claim letter to the general manager of Bharat potteries, Aligarh Road, Bhavanipur, telling him that most of the content of the China war which you had ordered from their Fame have reached you in a damaged condition. Demand replacement or suitable compensation invent necessary details.( used modified block form). **(05)**

**Q3. (b)** Match the following. **(02)**

1. Date Line	a. Optional par
2. Subject Line	b. Reference number
3. RT/SYV	c. No ordinals
4. 12/VT/07	d. Identification mark



**Q3.(c).** As the sales Director of Fitness Plus Center, Bangalore, draft a sales letter to Business Professions selling them on your 3 wellness packages: (use semi block form). **(05)**

**Q4.(a).** Write a short note on email etiquette. **(03)**

**Q4.(b).** Classify the following instructions as caution, precaution ,warning,notes. **(02)**

(1)Do not expose the medicine to direct sunlight.

(2)Avoid smoking.

(3)Wear hand gloves.

(4)Fill in the entries carefully.

**Q4.(c).** Write a short note on any two. **(03)**

1. Silence

2. Grapevine

3. You attitude

**Q4.(d).** Identify the barriers. **(02)**

The Accounts Officer , who always did his calculations manually , could not work on computing machine.

A sign board read "Fine for Parking"

**Q5.(a).** Explain in detail social psychological barrier. **(03)**

**Q5.(b).** Provide one word substitute for the following sentence. **(04)**

Contagious disease which spreads over huge area.

Borrows ideas and steal other words is called.

**Q5.(c).** Explain characteristics of good instructions. **(03)**

**Q6.(a).** Describe any one of the following object giving definition, diagrams, components and working of smartphone or water purifier: **(05)**