

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**BE - SEMESTER- 1<sup>st</sup> / 2<sup>nd</sup> • EXAMINATION – WINTER 2013**

**Subject Code: 110002****Date: 19-12-2013****Subject Name: Communication Skills****Time: 10:30 am – 01:00 pm****Total Marks: 70****Instructions:**

1. Attempt any five questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) What is communication? Explain the process of communication with a diagram. **07**  
 (b) Enlist major barriers in effective communication and discuss Intrapersonal Barrier in detail. **07**
- Q.2** (a) State the difference between listening and hearing. Discuss the traits of a good listener. **07**  
 (b) Distinguish between General and Technical communication. Explain the importance of Technical communication. **07**
- Q.3** (a) What is a presentation? State the different strategies to make an effective presentation. **07**  
 (b) Write notes on the following topics: **07**  
 i) Delphi Technique  
 ii) Central components of paragraph
- Q.4** (a) Enlist the types of interviews. Narrate various tips for a better performance in an interview. **07**  
 (b) Explain the evaluation components of group discussion as a selection process. **07**
- Q.5** (a) Rachana Furniture, near Jai Jawan Colony, Jaipur-302018, Rajasthan, had ordered fifty Office Tables from your company. When they received the consignment, they found some of the pieces in damaged condition and have asked for compensation. As the Sales Manager of Dutta's Ltd., Indira Gandhi Marg, Guwahati, Assam, draft a suitable reply using full block format. **07**  
 (b) Write notes on the following topics : **07**  
 i) Elements of structure in technical proposal  
 ii) Techniques for good comprehension
- Q.6** (a) Speak Well Consultancy Services, Alkapuri Road, Vadodara -390001, proposes to run a two-week training programme in Professional Communication for their Engineers. As the Director of Training, you have been asked to examine the suitability of running the programme at the School of Languages, Gujarat University, Ahmedabad, during the month of August, 2013 and to submit a report to the Personnel Manager of the company. Draft a report accordingly. **07**  
 (b) Give the technical description of any gadget with advanced version that you have recently purchased. It should include the details such as its configuration, operating system and other features. **07**
- Q.7** (a) Wanted a Plant Manager (Operations) at our new factory in Bangalore. Engineering Graduates with minimum 5 years of experience in manufacturing industries as Plant Managers can apply. Apply with particulars to the Manager, Alpha Engineering Works, Bangalore-560001, within fifteen days. **07**  
 (b) Do as directed: **07**  
 i) When I \_\_\_\_\_him, he \_\_\_\_\_ badminton. (see, play)  
 ii) We pass an electric current across the electrodes. (Turn into impersonal passive voice)  
 iii) \_\_\_\_\_ teaching, Ankit also does English coaching. (Use Preposition)  
 iv) The number of tigers in the country \_\_\_\_\_ decreasing. (is/are)  
 v) Mutual exchange. (Give one-word substitute)  
 vi) Give any example of Homophones and use their pair in sentence of your own.

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