

GUJARAT TECHNOLOGICAL UNIVERSITY
BE- SEMESTER 1st / 2nd EXAMINATION (OLD SYLLABUS) – SUMMER - 2017

Subject Code: 110002**Date: 26/05/2017****Subject Name: Communication skills****Time: 2:30 PM to 05:00 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? Describe various levels of communication. **07**
 (b) What is non verbal communication? Explain its components in detail. **07**
- Q.2** (a) Elaborate the difference between 'listening' and 'hearing'. Discuss the characteristics of good listener. **07**
 (b) What is paragraph development? Discuss the techniques for paragraph development. **07**
- Q.3** (a) Write some tips for an effective interview performance. **07**
 (b) Explain various types of interview in brief. Discuss the importance of body language in interview. **07**
- Q.4** (a) What is a proposal? What are the characteristics of a good technical proposal? **07**
 (b) Select any technical gadget you are using and write its technical description. **07**
- Q.5** (a) What are the purposes of reading? Discuss in detail the difference between 'skimming' and 'scanning'. **07**
 (b) What is the noise? Elaborate interpersonal barriers. **07**
- Q.6** (a) Write short note on each of the following. **07**
 (1) Empathetic Listening
 (2) Facial Expression
 (b) Discuss Planning and Preparation as the first two important steps of making presentations effective. **07**
- Q.7** (a) You are a civil engineering having a master degree and ten years of experience. Prepare your resume. **07**
 (b) You have received a complaint letter from Macromin Computer, Virmgam Road, and Sanand regarding the improper service provided by you. As the Manager, Xinit Computer Pvt. Ranip, Ahmedabad, draft a suitable reply to the complaint. **07**
