

## Communication Skills.

Q.P.Code: 24723

(2 Hours)

Total Marks: 40

**N.B.**(1) Question No.1 is compulsory.(2) Attempt **Any three** out of **five** questions.

Q. 1 a) Write a short on objectives of communication . (3)

b) Read each sentence and fill the blank spaces choosing the correct articles in it. (2)

1. Are you coming to ----- party next Saturday?

2 She was wearing True -----ugly dress when she met him.

c) Write short note on modified block format with its diagrammatic representation. (3)

d) Construct the technical definition of the following. (2)

1) Electric Bell 2) Clinical thermometer

Q. 2. a) Explain seven C's of effective written communication. (3)

b) Explain merits of oral communication. (2)

c) As the Purchase Manager of Elixir society, you have ordered some computers and scanners for your office to Global systems limited. Which you had ordered from them has reached you in a damaged condition. Make a Complaint to company and demand replacement or suitable compensation. Invent necessary details. (Use Complete Block form) (5)

Q. 3. A) Write a short on chronemics (Temporal). (3)

b) Match the following (2)

A

B

1) Full Block form

a) claim letter

2) Letterhead

b) Body of letter is punctuated

3) Demanding for compensation

c) No indents

4) Open punctuation

d) Logo

c) You have opened new shop stationary in node of your city. Write a letter of enquiry for different items for your shop from whole sale dealer from Mumbai. Mention all details regarding different varieties, colour, quality and prices etc which you need for your shop. (Use Modified Block) (5)

Q.4. a) write short note on qualities of Good Speaker. (2)

b) Write a short on following concepts. (6)

1. Significance of feedback

2. Your attitude

Turn Over

- c) Identify the barrier. (2)
1. He is sat on bank
  2. "Everything is wrong in this company".

Q.5 . a) Explain in detail cultural barriers. (3)

b) Provide one word substitute for the following sentence. (Any two) (4)

1. One who copies from other writers, literary theft.
2. One who does a thing for pleasure and not as a profession.
3. A place where ships seek shelter

c) State the difference between warning and caution. (3)

Q.6. a) Describe any ONE of the following objects giving definition, diagram, components and working of Calculator or voltmeter (5)

b) Read the following passage carefully and answer the questions given below. (5)

The New Year is the time for resolution .Mentally; at least most of us could compile formidable lists of 'do's and 'don'ts'. The same old favorites recur year in and year out with the children, do a thousand and one job about the house, be nice to people we don't like, drive carefully, and take the dog for a walk every day. Past experience has taught us that certain accomplishments are beyond attainment. If we remain deep rooted liars, it is only because we have so often experienced the frustration that results from failure.

Most of us fail in our efforts at self improvement because our schemes are too ambitious and we never have time to carry them out. We also make the fundamental error of announcing our resolution to everybody so that we look even more foolish when we slip back into our bad old ways. Aware of these pitfalls, this year I attempted to keep my resolution to myself. I limited myself to two modest ambitions, to do physical exercise every morning and to read more in the evening. An overnight party on New Year's Eve provided me with a good excuse for not carrying out either of this new resolution on the first day of the year, but on the second, I applied myself assiduously to the task.

The daily exercise lasted only eleven minutes and I proposed to do them early in the morning before anyone had got up. The self discipline required to drag myself out of bed eleven minutes earlier than usual was considerable. Nevertheless, I managed to creep down into the living room for two days before anyone found me out. After jumping about in the carpet and twisted the human frame into uncomfortable positions.I sat down at the breakfast table in an exhausted condition. It was this that betrayed me. The next morning the whole family trooped into watch the performance. That was really unsettling but I fended off the taunts and jibes of the family good humouredly and soon everybody got

used to the idea. However, my enthusiasm waned, the time I spent at exercises gradually diminished. Little by little the eleven minutes fell to zero. By January 10th I was back to where I had started from. I argued that if I spent less time exhausting myself at exercises in the morning. I would keep my mind fresh for reading when I got home from work. Resisting the hypnotizing effect of television, I sat in my room for a few evenings with my eyes glued to a book. One night, however, feeling cold and lonely, I went downstairs and sat in front of the television pretending to read. That proved to be my undoing, for I soon got back to the old bad habit of dozing off in front of the screen. I still haven't given up my resolution to do more reading. In fact, I have just bought a book entitled 'How to Read a Thousand Words a Minute'. Perhaps it will solve my problem, but I just have not had time to read it.

- Q.1. why most of us fail in our efforts for self-improvement?
- Q.2. Why is it a basic mistake to announce our resolution to everybody?
- Q.3. Why did the writer not carry out his resolution on New Year's Day
- Q.4. Find out the words in the above passage which convey the similar meaning to the following: (1) Overwhelming (2) Drawbacks
- Q.5. Give suitable title for passage
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