Time: 1:30 hours   **Marks : 40**

NB: Q1. is compulsory.
       Attempt any Three out of the remaining Five questions
       Figures to the right indicate full marks
       Answers to the sub questions should be grouped together

Q1 Answer the following questions: **(10)**

A. What is Communication? Discuss the cycle of communication with the help of a diagram
    and suitable example.   (05)

B. i. Communication is the foundation of a successful business relationship. However, our
    non-verbal actions speak louder than words. Explain this statement with suitable
    examples.   (04)

ii. Identify the sender, receiver, message, channel and feedback in the following situations: (01)

    The Vice President of an organization instructs the assistant engineer via e-mail to
    submit his project report within a week. The assistant engineer fails to submit the report.

Q2. Answer the following questions: **(10)**

A. Write a letter to the Infotech Engineering, Andheri, Mumbai requesting for Internship
to improve your practical skills after your semester exams ends i.e from June to August.
(Use complete block format)   (05)

B. i**. Choose the proper subject verb agreement in the following sentences:**   (02)

(a) Neither the parents nor their offspring…. (is/are) to blamed for the lack of
communication.
(b) The number of institutes offering engineering course in the country….(has/have) almost
suddenly skyrocketed.
(c) None of your suggestions… (is/are) required here.
(d) Each and every student …..(was/were) informed about the programme.

ii**. Match the following:**   (02)
 (a) Flammable material   Caution
 (b) Claim letters   Technical Descriptions
 (c) Working of Lathe machine   Warning
 (d) Fragile. Handle with care   Adjustment purpose

iii. **Use the following pair of words in different sentence to clarify the meaning:**   (01)
 Career/ Carrier

Q3. Answer the following questions: **(10)**

A. Using Complete Block Format write a letter complaining to the customer care of Excel Fitness & wellness Hub expressing your grievances against the expired supplements and Protein powder supplied to you. (05)

B. Short note on: i. You-Attitude ii. Grapevine Communication (04)

C. **State whether the following statement is True or False.** (01)
i)"Thanking you in anticipation" is a good way to end up an enquiry letter:
ii) One cannot not communicate.

Q4. Answer the following questions: **(10)**

A. Difference between: (04)
i. Caution and Warning
ii. Technical Writing and Literary writing

B . Describe Analog Voltmeter with the help of definition, principle, diagram, working and Uses. (06)

Q5. **Answer the following questions:** **(10)**

A. Instructions to use washing machine. (05)

B . Arrange the following as warning, caution, description, instruction, and definition (05)

(1) Load the spin dryer only up to the Indicated capacity.
(2) A hydrometer is an instrument used for measuring the specific gravity of liquids.
(3) Open the lid, pour the contents into a bowl and add preservatives and stabilizers one after the other.
(4) To avoid injury, keep your fingers away from the flame.
(5) The blades may be hard throughout or They may be of the more flexible type which has a soft back and a hard cutting edge.

Q6 Answer the following questions:
A. Read the following passage carefully and answer the multiple-choice questions for comprehension by choosing the correct option **(05)**

Technical vocabulary or Terminology is an intrinsic part of every profession. As a profession evolves, certain terms and words tend to establish themselves as nomenclature for that specific profession. Over time, more and more people practicing the same trade or art, use these terms to communicate effectively. Thus, these technical terms become a part of the profession.
Every profession or trade, every art, and every science has its technical vocabulary, the function of which is partly to designate things or processes which have no names in ordinary English and partly to secure greater exactness in nomenclature. Such special dialects, or jargons, are necessary for technical discussion of any kind. Being universally understood by the devotees of the particular science or art, they have the precision of a mathematical formula. Besides, they save time, for it is much more economical to name. a process than to describe it: Thousands of

these technical terms are very popularly included in every large dictionary. Yet as a whole, they are rather on the outskirts of the English language than actually within its borders.

Different occupations however differ widely in the character of their special vocabularies. In trades and handicrafts and other vocations, like farming and fishing, that have occupied great numbers of men from remote times, the technical vocabulary is very old. It consists largely of native words, or of borrowed words that have worked themselves into the very fiber of our language. Hence, though highly technical in many particulars, these vocabularies are more familiar in sound, and more generally understood, than most other technicalities. The special dialects of law, medicine, divinity, and philosophy have also, in their older strata, become pretty familiar to cultivated persons, and have contributed much to the popular vocabulary. Yet every vocation still possesses a large body of technical terms that remain essentially foreign, even to educated speech. And the proportion has been much increased in the last fifty years, particularly in the various departments of natural and political science and in the mechanic arts. Here new items are. coined with the greatest freedom and abandoned with indifference when they have served their turn. Most of the new coinages are confined to special discussions and seldom get into general literature of conversation. Yet no profession is nowadays, as all professions once were, a closed guild. The lawyer, the physician, the man of science, and the cleric associate freely, with their fellow creatures, and do not meet them in a merely professional way. Furthermore, what is called 'popular science' makes everybody acquainted with modem views and recent discoveries. Any important experiment, though made in a remote provincial laboratory, is once reported in the newspapers and everybody is soon talking about it- as in the case of the Roentgen rays and wireless telegraphy. Thus, our common speech is always taking up new technical terms and making them a common place.

1. The author implies that
a. Technical terms do not influence common speech
b. The vocabulary of one occupation is not similar to another.
c. Common words cannot describe technical processes
d. Technical terms are used so that the common man does not understand the occupation.

2. The passage is primarily concerned with
a. A new language
b. Technical terminology
c. Various occupations and professions
d. Scientific undertakings

3. Technical vocabulary is very old in which of the following fields?
 a. Law
b. Fishing
c. Physics
d. Medicine

4. The author's main purpose in the passage is to
a. Describe a phenomenon
b. Argue a belief
c. Propose a solution
d. Stimulate action

5. Special words used in the technical discussion
a. Never last long
b. Should be confined to scientific fields
c. Should resemble mathematical formulae
d. May become part of common speech

6. The writer of this article is
a. In favor of technical vocabulary
b. Against technical vocabulary
c. Unconcerned about the changes in common speech
d. Skeptical about technical vocabulary

7. One word substitution: (01)
special words and phrases that are used by particular groups of people

8. Suggest a suitable title for the passage (01)

B. i Define (1) Stapler (2) Engineering Drawing (02)

   ii   What does the following non-verbal cues communicate: (01)
   (1) Slumped posture
   (2) Lean Backwards

iii Elucidate four reasons as to why feedback is important for successful communication. (02)

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