

GUJARAT TECHNOLOGICAL UNIVERSITY**BE - SEMESTER-I &II (OLD) EXAMINATION – SUMMER-2019****Subject Code: 110002****Date: 31/05/2019****Subject Name: Communication Skills****Time: 10:30 AM TO 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) Define communication process. What are its elements? **07**
 (b) Why does communication often fail? **07**
- Q.2** (a) State the difference between 'Listening' and 'Hearing'. Explain in brief, the types of Listening. **07**
 (b) Explain your education, professional training, skills, achievements, interest and experience and write a Resume. **07**
- Q.3** (a) Discuss in detail, why in organizations, messages have a greater chance of being distorted. **07**
 (b) What are the purposes of reading? Discuss in detail the difference between 'skimming' and 'scanning'. **07**
- Q.4** (a) Discuss the strategies that one should generally employ while planning his/her presentation. **07**
 (b) Classify reports on the basis of purpose, frequency and mode of reporting and describe them in short. **07**
- Q.5** (a) Your Company had ordered 100 computers. On receiving them, you came to know that they do not match the specifications and configuration you had given. As the Manager (Purchase), write a Letter of Complaint addressing The Manager, Arihant Infotonics, Ahmedabad. **07**
 (b) Wanted a Plant Manager (Operations) at our new factory at Rajkot. Engineering Graduates with minimum 5 years of experience in manufacturing industries as Plant Managers can apply. Apply with particulars to the Manager, Om Engineering Works, Rajkot-360005. **07**
- Q.6** (a) What is Reading Comprehension? What are the reasons for poor comprehension? **07**
 (b) Explain the types of Technical Reports? What are the Characteristics of a good technical report
- Q.7** (a) Give a Technical Description of any gadget that you have recently purchased. **07**
 (b) Do as directed: **07**
 i) The concrete and steel wall of nuclear reactor _____ be thick to prevent radiation. (Supply modal verb)
 ii) Shakespeare died _____ 1616. (Use Preposition)

- iii) Mala said, "I promise you, things will be different from tomorrow." (Change to indirect speech)
- iv) She went to _____ writing desk and brought out _____ sealed envelope. (Use proper article.)
- v) Form a sentence using the idiom 'Actions speak louder than words'
- vi) Give synonym of donation and antonym of entrance.
- vii) My dog _____ (bark) day and night. (Fill in suitable form of verb)
