

**GUJARAT TECHNOLOGICAL UNIVERSITY****BE - SEMESTER– I & II (NEW) EXAMINATION – WINTER 2019****Subject Code: 2110002****Date: 13/01/2020****Subject Name: Communication Skills****Time: 10:30 AM TO 01:00 PM****Total Marks: 70****Instructions:**

1. Question No. 1 is compulsory. Attempt any four out of remaining Six questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

<b>Q.1</b>	<b>Objective Question (MCQ)</b>	<b>Mark</b>
	(a) Objective Questions (MCQ)	<b>07</b>
	1. Find out mismatch word among following: Modern, Contemporary, Latest, Obsolete.	
	2. How many people _____ in your family? (is there, there, there are, are there)	
	3. Mohit _____ English, Hindi and Gujarati languages. (speak, speaks)	
	4. Which is the correct spelling? (i) necessary (ii) necessary (iii) neccessery	
	5. People in many villages don't have _____ to electricity. (access, excess)	
	6. In an email, CC means _____. (cover copy, carbon copy, certified copy)	
	7. The Eyes are not Here is a short story written by _____. (i) Nissim Ezekiel (ii) Robert Frost (iii) Ruskin Bond.	
	(b) State if the following statements are True or False. If the statement is false then write the correct statement.	<b>07</b>
	1. 'Feedback' is not important in communication process.	
	2. Skimming reading technique is used for when we read for pleasure.	
	3. A good listener can inspire and motivate himself/herself for listening.	
	4. Harvey Maxwell is a character occurs in 'The Road not Taken'	
	5. 'Goodbye Party for Miss Pushpa T.S' is a very good short story written by Ruskin Bond.	
	6. Proxemics is the study of communication done through the use of space.	
	7. There is no difference between hearing and listening.	
<b>Q.2</b>	(a) What is the importance of 'Feedback' in communication process?	<b>03</b>
	(b) Differentiate between 'hearing and listening'.	<b>04</b>
	(c) What is communication? Explain process of communication with its diagram.	<b>07</b>
<b>Q.3</b>	(a) Write a short note on any one (i) proxemics (ii) kinesics.	<b>03</b>
	(b) "Organizing content and preparing an outline plays an important role in presentation". Explain.	<b>04</b>
	(c) Write a detail note on traits of a good listener.	<b>07</b>
<b>Q.4</b>	(a) Define the purpose of presentation.	<b>03</b>
	(b) Explain any two barriers to effective communication.	<b>04</b>
	(c) Discuss in detail various techniques of reading with examples.	<b>07</b>

- Q.5** (a) What do two roads symbolise in the poem 'The Road not Taken'? **03**  
 (b) Portray the character sketch of Harvey Maxwell. **04**  
 (c) Write an essay on 'Clean India Mission' **07**
- Q.6** (a) Write a brief newspaper report on 'Convocation Day' celebrated at Gujarat Technological University, Ahmedabad yesterday. **03**  
 (b) As a student, write an email to your college principal to arrange extra lectures of Mathematics subject for the benefit of students. **04**  
 (c) As a Purchase Manager, you have placed an order of 285 headphones for your company. However, after delivery of the product, you noticed that 100 of them are defective. Write a complaint letter to Avy Logistics, Rajkot and ask for replacement of defective headphones within one week. **07**
- Q.7** (a) How does the narrator try to find out more about the girl in 'The Eyes are not Here'? **03**  
 (b) Write a short note on the theme of the poem 'The Road not taken' **04**  
 (c) Critically evaluate the poem 'Goodbye Party for Miss Pushpa T.S' **07**

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