

Roll No

BE - 103**B.E. I & II Semester Examination, June 2014****Communication Skills****Time : Three Hours****Maximum Marks : 70**

- Note:** i) Answer five questions. In each question part A, B, C is compulsory and D part has internal choice.
ii) All parts of each question are to be attempted at one place.
iii) All questions carry equal marks, out of which part A and B (Max. 50 words) carry 2 marks, part C (Max. 100 words) carry 3 marks, part D (Max. 400 words) carry 7 marks.
iv) Except numericals, Derivation, Design and Drawing etc.

Unit - I

1. a) What are vowel and consonant sounds? 2
- b) Define Business Communication and give its main purpose. 2
- c) Describe in 100 words the important steps in preparing an effective oral presentation. 3
- d) Explain the different stages of the Communication Process. 7

OR

Discuss Non Verbal Communication with special emphasis on facial expressions. 7

Unit - II

2. a) Write the definition of E-commerce. 2
- b) Define microscope. 2
- c) Write a paragraph on 'The use of internet for exam preparation.' 3
- d) You have been listening about the importance and need for technical communication in your daily life. Reproduce it in 250 to 300 words. 7

OR

Discuss the construction of definition with the help of two examples. Explain the criteria for classification. 7

Unit - III

3. a) What do you understand by letters of inquiry? 2
- b) List two characteristics of tenders. 2
- c) What should you mention in your response to a letter inviting quotation? 3
- d) The telephone department has sent a highly inflated bill to you. Draft a letter taking up the matter with them. 7

OR

Write a job Application letter attempting to get an interview call for the position of a flight operations IT officer, indicating the source of the information and drawing a connection between the job and your qualification as well as experience. 7

Unit - IV

4. a) Describe in short the qualities of a good precis. 2
- b) Write a note on the various techniques of Note Writing. 2
- c) Differentiate between Abstract and Summary of a Report. 3
- d) Technically describe a lathe machine. 7

OR

Discuss in detail the parts that constitute the 'back matter' of a report. 7

Unit - V

5. a) Mention the importance of Body language in public speaking. 2
- b) Write a short note on Debate. 2
- c) What is a laboratory Report? 3
- d) Draft a survey report of an industrial organization. Make it short by omitting contents and summary and combining conclusions and recommendations. Invent necessary details in such a way that the conclusions of the report lead to the organizations decision to manufacture a new brand of product. 7

OR

Classify and describe the different types of reports based on periodicity, form and nature. 7

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