Roll No .....

### BE-103

# B.E. I & II Semester

Examination, June 2016

## 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) Transcribe the following words phonetically
  - i) Thing

ii) Proof

iii) Ship

- iv) Fast
- b) What are the objectives of communications?
- c) What are the 7C's of communication?
- d) Identify communication barriers and describe ways to remove them.

OR

What are the points to be kept in mind while preparing for oral presentation?

#### Unit II

- 2. a) Define
  - i) Catalysis
- ii) Titration
- b) What is company structure?
- c) Differentiate between listening and hearing.
- d) Write the technical description of any one of the following.
  - i) Mobile phone
- ii) Personal computer
- iii) Lathe machine

OR

Write notes on:

- i) Audience analysis
- ii) Importance of feedback in communication

#### Unit III

- 3. a) What is an enquiry letter?
  - b) How do business letters differ from personal letters?
  - Describe the information that must be included in a letter placing orders
  - d) What elements constitute the structure of a business letter? Discuss briefly each of them.

OR

What is a resume? Elaborate.

#### Unit IV

- 4. a) How is Precis writing different from precise writing.
  - b) Write in short the essential features of note making
  - c) Pick advertisements for three brands of a product and compare them. Which one of them do you consider the best and why?
  - d) Develop any one of the following topic sentences into a complete paragraph using the most appropriate technique;
    - i) Disputes are inevitable
    - Over the last forty years, computers have developed dramatically.
    - iii) In the coming decades road transport will face serious problems
    - iv) The internet is fast becoming the communication tool of choice.

OR

Write notes on:

i) Proxemics

ii) Chronemics

#### Unit V

- a) Write the difference between Bibliography and Reference.
  - b) Differentiate between Index and Glossary
  - c) What are the essentials of a good report?
  - d) Write a report of trouble.

OR

Name all the elements which appear in the front matter and back matter of a formal report.

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