

MAY 2013

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Tech. (Sem.-1st/2nd)

COMMUNICATION SKILLS

Subject Code : HU-101 (2005-2010 Batches)

Paper ID : [A0124]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

- SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
- SECTION - B & C. have **FOUR** questions each.
- Attempt any **FIVE** questions from SECTION B & C carrying **EIGHT** marks each.
- Select atleast **TWO** questions from SECTION - B & C.

SECTION-A**I. Write briefly :**

- What is lateral communication?
- What are the advantages of downward communication?
- Why is feedback important?
- Define Encoding and decoding.
- Is grapevine informal business communication?
- What is formal communication?
- Differentiate between quotation and tender.
- What are spatial skills?
- Differentiate between skimming and scanning.
- What is Reading beyond lines?

**SECTION-B**

- What is effective writing? Discuss the important elements of effective writing.
- What is Communication? Discuss the communication process.
- 'Reading is important, but effective writing is more important in communication'. Do you accept this viewpoint? Explain why or why not?
- Transform the following sentences as per the directions indicated:
 - A doctorate awarded for meritorious work (one word substitute)
 - One who believes in god or religion (one word substitute)
 - The principal sent a telegram to Gopi.(active to passive voice)
 - He said, "I must go to school every day." (direct to indirect speech)
 - What does **UNICEF** stand for?
 - What does **RTI** stand for?
 - Barometer (technical description)
 - He said, "I may go to the market today." (direct to indirect speech)

SECTION-C

- Why is listening important? Can listening be improved? Also discuss the barriers to effective listening.
- How does choosing an appropriate medium help in effective speaking?
- What are telephone etiquettes? What should you do when you are receiving a call?
- Write an apology letter to a client for Replacement of Damaged Goods .