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Total No. of Pages : 02

Total No. of Questions : 09

B.Tech. (2009-2010 Batches) (Sem.-1,2)

## COMMUNICATION SKILLS

Subject Code : HU-101

Paper ID : [A0124]

Time : 3 Hrs.

Max. Marks : 60

### INSTRUCTION TO CANDIDATES :

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

### SECTION-A

1. Write briefly :

- a) Channels of upward communication.
- b) Skimming as a reading technique.
- c) Basic difference between office order memorandum and a business letter.
- d) Psychological barriers to listening.
- e) Role of vocal chords in the production of English consonant sounds.
- f) Importance of emotional maturity in group discussion.
- g) How to use agenda effectively in an official meeting?
- h) Preparation of audio-visual aids for an oral presentation.
- i) Difference between Quotation and Tender.
- j) Write full forms of the following abbreviations :
  - 1) BPO
  - 2) CAG

## SECTION-B

2. Explain various forms of communication. How does communication help an organisation achieve its goals? (4 + 4 = 8)
3. Describe various stages in the process of reading. Explain SQ3R as a reading model. (3 + 5 = 8)
4. Do as directed
  - a) People say that children are afraid of dark. (Change the voice) (1)
  - b) Not only the hall, but even the galleries were packed at the utmost. (Change into simple sentence) (1)
  - c) Unless you study regularly, you will make no progress. (Change into compound sentence) (1)
  - d) The policeman said to the passerby, "Do you know the shortest way to the inn?" (Change into indirect speech) (1)
  - e) Annual, cyclic (Use each of the words both as adjective and adverb) (2 + 2 = 4)
5. With winter approaching, you intend to purchase electric heaters for your office at Safdarganj Road, New Delhi. Assuming yourself to be maintenance officer of Ubiquitor Technologies Pvt. Ltd., New Delhi, Write a letter of enquiry to West World Appliances and Equipment, Mumbai, seeking information about the availability and price of the product. (8)

## SECTION-C

6. "Listening is crucial to academic and professional excellence." Discuss. (8)
7. Explain various organs of speech with the help of a labeled diagram. Also explain speech mechanism involved in the production of consonant sounds. (4 + 4 = 8)
8. Chairman and Secretary are two important poles in the conduct of an official meeting. Describe their role in detail. (8)
9. Write short notes on the following :
  - a) Objectivity in written technical communication (4)
  - b) Formal language. (4)