

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 :

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

#### I. Write briefly :

- i. What is lateral communication?
- ii. What are the advantages of downward communication?
- iii. Why is feedback important?
- iv. Define Encoding and decoding.
- v. Is grapevine informal business communication?
- vi. What is formal communication?
- vii. Differentiate between quotation and tender.
- viii. What are spatial skills?
- ix. Differentiate between skimming and scanning.
- x. What is Reading beyond lines?

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## SECTION-B

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

## SECTION-C

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