

FE - Sem 2 (CBCGS) COMMUNICATION SKILLS May 2018

Q1. A) List 2 situation which could occur in your personal life where you would choose to speak rather than write. Explain the reason for your choice. (03)

Ans: The situation which could occur in my personal life where I would choose to speak rather than write are as follows:

1. In school during viva: When we are in school and presenting our answer in front of our teacher I would choose to speak with teacher on the give specific point. As it is short time period of communication I would prefer to speak rather than writing.
2. Taking advice with doctors: When we are sick we fetch to the doctor for the help. When we communicate with doctor we communicate with in our mother toung and explain our problems in front of doctor which could be easily understood by the doctor , instead of choosing to write we can communicate in faster method by mean of speaking.

Q1.B)Give the diagrammatic representation of Complete Block Layout Form. (02)

Ans: The complete block layout is the most widley used style of presentation of an official letter. In this format, the letter looks attractive, elegant and efficient. The main characteristic of this layout is that all the element except the letter head are aligned to the left margin. Paragraph are unintended i.e, paragraph begining are not spaced, in this layout. It follows open punctuation except in the case of salutation(:) and body of the letter. A full block layout will look like this:

LETTER HEAD

Ref.No.
Date
Inside address

Sub:
Salutation
Main body

Complimentary close
Signature bock
Enclosure

Q1.C) Explain the relevance of diagrams while describing an object. (02)

Ans: The diagram play an important role in describing any object. If anyone want to know the information about the smart phone one can easily get the information from seeing the diagram given out by observing an diagram the user can easily understand the working of any object. The diagram is the easiest way to explain any object to anyone.

Q1.D) Techniques to improve listening skills. (03)

Ans : To improve the listening skill one must be a good listner. To ensure good listening, one should not interrupt when the speaker is speaking. You should consciously make effort to concentrate on the message. Respond to the speaker and encourage him by using non verbal signals like nodding your head. Keep an open mind so that you are not prejudiced by the speaker's apperance, status or mannerism. Pay attention to the facial expression, gesture and body language of the speaker to understand the underlying meaning of the measssge. Listen for Ideas not for just the word.

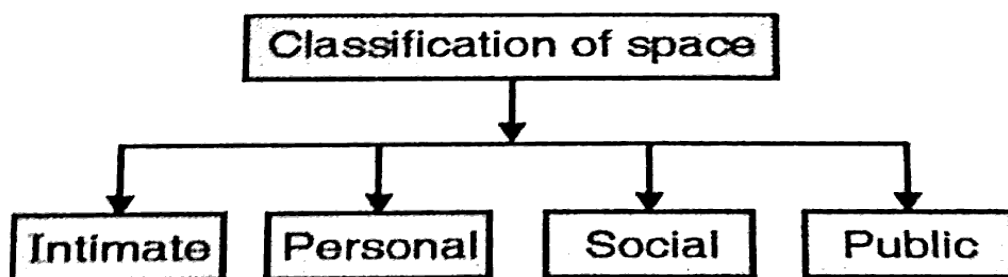
1. Face the speaker and maintain eye contact.
2. Be attentive, but relaxed.
3. Keep an open mind.
4. Listen to the words and try to picture what the speaker is saying.
5. Don't interrupt and don't impose your "solutions."
6. Wait for the speaker to pause to ask clarifying questions.
7. Ask questions only to ensure understanding.
8. Try to feel what the speaker is feeling.

Q2. (a) EXPLAIN PROXEMICS. (03)

Ans: proxemics is the study of human use of space and the effects that population density has on behaviour, communication and social interaction. It is a component of interpersonal communication that is strongly influenced by culture and behaviour norms. In a professional setting, space is used to signal power and status. For instance, the head of the organisation has a separate cabin and a larger office than the junior employees.

Classification of space

Space can be divided into four distinct zones.



1. Intimate
This zone starts with personal touch and extends, up to 18 inches (one and a half feet). Members of the family, lovers, spouse, parents and relatives fall in this zone. A hand shake, a pat on the back, or a hug can come into this zone.
2. Personal

This zone stretches from 18 inches to 4 feet. Close friends, colleagues, peers etc. Fall in this zone. This zone permits spontaneous and informal communication.

Sitting or standing close to the listeners gives the impression of friendliness and warmth.

3. Social

The most relevant circles for a business organization is the next circle between four to twelve feet. This is the social space, where most of the organisational communication takes place.

Communication becomes more formal in this space. People are cautious in their movement. Professional talks, instructional business negotiations, meetings etc, are all part of this zone.

4. Public

The public space is the outer most zone which is 12 feet and beyond.

The communicator interacts with a large group of people through the public address system. Events that take place in this zone are formal and the audience is an impartial observer.

The communicator has to use his paralinguistic skills as the audience is beyond proper visible distance.

Feedback is more of a group phenomenon rather than an individual one. Public figure addressing the audience, is an example of public zone.

Q2.(b) Write short note on completeness? (02)

Ans: Completeness:

The message should be complete, i.e. it must include all the relevant information as required by the intended audience. The complete information gives answers to all the questions of the receivers and helps in better decision-making by the recipient.

Q2.(c) When is a Note given in instruction? (02)

Ans: Note plays an important role in writing the instruction. It is written in starting of instruction or the place below where the name of component is present.

Q2.(d) Find one word substitutes for the following phrases: (03)

i) An instrument for measuring earthquakes. Sismometer

ii) to move from one country to another. Migration

iii) murder of a newborn child. Infant

Q3. (A). How is curtesy shown in business letter? Give at least two example. (02)

Ans: One of the important principal of business correspondence is the principal of social relationship and regards for the felling of other. Use of courteous word and phrases can reduce the unpleasantness of the information, create good week and elicit a favorable response from the recipient. A rude letter can be disastrous for maintaining business relations. Therefore, organization have to be careful while dealing with business correspondence. Goodwill is a great asset for an organization and curtsey in correspondence can help in maintaining cordial business relation . Some of the phrases given below are example of how correspondence can be made more pleasant.

Example:

- 1.Many thanks for your letter dated 21 Sept, 2016.
- 2.Thank you for your prompt reply.

Q3.(B). Meera biscuits Mart, lonavala have complained that they received a consignment of 100kg of biscuit in a broken condition and have asked for adjustment. They have attributed the damage to defective packaging. On behalf of shandesh biscuits and food products, Mumbai write a suitable reply. (06)

Ans:

Shandesh Biscuits and Food Products
Ravan Gill fort
Mumbai 4000000

Date 6 June 2018.

The General Manager
Meera Biscuits Mart
Lonavala
Mumbai 400000

Sub: Broken consignment and adjustment for replacement.

Dear sir

Thank you sir for the order of such a big consignment of 100kg of biscuit.

I sincerely apologise for the problem you have to face due to bad service provided.

We will soon there to take our broken condition of biscuit and replace all the broken biscuits with new packaged biscuits .

I think this should not interrupt our business relationship.

Your faithful

Shandesh
Manager.

Q3. (C). What is important of Feedback in communication process? (02)

Ans: Feedback is the final component and one of the important factors in the process of communication.

It is defined as the response given by the receiver to the sender.

The sender needs response of the receiver in order to decide effectiveness of communication.

Feedback can be negative or positive. Positive feedback indicates that the sender can continue his communication in the same manner as before. Negative feedback on the other hand, indicates a need for a change in the manner of communication.

The feedback tells the sender many things such as whether the message is received successfully or not, whether the receiver liked it or not, whether the choice of channel/medium was appropriate etc.

If the appropriate feedback is given by the receiver to the sender, then the sender can modify, remodel, his strategy of communication.

There are different types of feedbacks. These are
feedback

Negative feedback

Deliberate positive

Deliberate negative

Immediate feedback

Delayed feedback

No feedback

No feedback is also feedback in itself. It would indicate disagreement or a reluctant acceptance of ideas.

Feedback can also be verbal or non-verbal. A smile would be a positive non-verbal feedback, whereas a frown would indicate a negative feedback.

Each type of feedback has its own features and messages hidden inside them for the sender.

Q.4 (a). Distinguish between oral and written communication. (02)

BASIS FOR COMMUNICATION	ORAL COMMUNICATION	WRITTEN COMMUNICATION
Meaning	Exchange of ideas, information and message through spoken words is Oral Communication.	Interchange of message, opinions and information in written or printed form is Written Communication.
What is it?	Communication with the help of words of mouth.	Communication with the help of text.
Literacy	Not required at all.	Necessary for communication.
Transmission of message	Speedy	Slow
Proof	No record of communication is there.	Proper records of communication are present.
Feedback	Immediate feedback can be given	Feedback takes time.
Revision before delivering the message?	Not possible	Possible
Receipt of nonverbal cues	Yes	No
Probability of misunderstanding	Very high	Quite less

Q4.(B). Give the difference in meaning for each of the following pair of words:(02)

i) various, varied

ii) climate, weather

Ans: 1)various : different from one another

Varied: incorporating a number of different type of element showing variation of variety

2) climate: the weather conditions prevailing in an area in general or over a long period

Weather: the state of the atmosphere at a particular place and a time as regard heat.

Q4.(C). Your company is organising a 2 day conference in New Delhi and you expect sales Personnel from branches all over India to attend . As the conveyor of the conference write to a hotel enquiring about facilities like conference hall, food and Accommodation the participants . Give necessary details.(06)

And:

Cyndus Private Ltd

Rose velli Bahar

New Delhi.

Date 6 June 2018.

To Manager

The Great Hotel

Norway state

New Delhi.

Sub: Enquiry for the hotel.

Dear sir,

I tried reaching you on phone but could not connect. I Ritika representing the marketing team of Cyndus Private Ltd would like to book a conference room in your hotel. We are Gold certified partners of Minisoft and in collaboration with them we are arranging an event on upcoming Windows . We are planning to keep this event during evening and thereafter would like to arrange a dinner for all the attendees invited. The conference room should be big enough to accompany at least 50 members. I visited and had discussion with you last time around four months back, wherein you showed five different types of conference rooms. Each room had its own specialties and thereby it will helpful if you can send us the details for each one of them. I shall forward the details to the management and will come back to you for the choice of the conference room that will best fit the expectations.

We are planning to keep this event anytime in the second week of July 2018. In that case, we would like to know details related to detail of each conference room, costing along with the availability. As per the discussion held with management, I am also enclosing our budget along with entire planning of the conference.

Please have a look at the attached document and thereby suggest us with the best option of conference to be booked.

Your faithful

Ritika

Marketing teams.

Q5. (A). Write short note on: (04)

i) Chronemics

ii) Precaution in instruction

Ans: i) Chronemics is the study of how time is used in communication. Time can be used as a communication tool in many ways, from punctuality to expectations around waiting and response time, to general principles around time management.

Chronemics has become an area of study primarily for anthropologists, who look at cultural norms around the use of time, and the way cultures can vary and converge around different norms. More recently, chronemics appears to be branching out into other disciplines, such as the more business oriented study of organizational behavior.

ii) Precaution means something you do in order to prevent something dangerous or unpleasant from happening

Fire precautions were neglected.

as a precaution

The traffic barriers were put there as a safety precaution.

precaution against

Save your work often as a precaution against computer failure.

wise/sensible precaution

The trails are well marked, but carrying a map is a wise precaution.

Vets took precautions to prevent the spread of the disease.

take the precaution of doing something

I took the precaution of insuring my camera.

Q5.(B). Describe any one of the following object: (04)

I) Headphone

Ans:



Headphones

Headphones are small speakers that can be worn in or around your ears. Traditional headphones have two ear cups attached by a band that is placed over your head. Smaller headphones, often called earbuds or earphones, are placed inside the outer part of your ear canal.

Like speakers, headphones contain transducers that convert an audio signal into sound waves. Headphones that connect to an analog audio port (such as a 3.5 mm audio jack) process analog audio. Headphones that connect to a digital port, such as a USB or Lightning port process digital audio. Digital headphones must also include a digital-to-analog converter, or DAC, in order to produce the analog output.

Headphones come in many shapes and sizes, but a few common types are listed below.

In-ear - earphones that fit snugly in your ear canal; typically contain rubber ends that help give them a secure fit.

Earbuds - earphones that rest inside the edge of your ear; often included with smartphones and portable media players.

On-ear - headphones that rest on your ears but don't encompass the whole ear; helps isolate outside sounds.

Over-ear - headphones that wrap around your ears; also called "around-ear" or "circumaural" headphones; come in open and closed versions. Open versions allow all outside noise, while closed versions limit external sounds.

Noise-cancelling - creates an extra quiet listening environment by canceling outside noise; contains a microphone that detects external sounds and sends the opposite waveform to your ear to "cancel" the noise; available in all types of form factors.

ii) scanner

Ans:

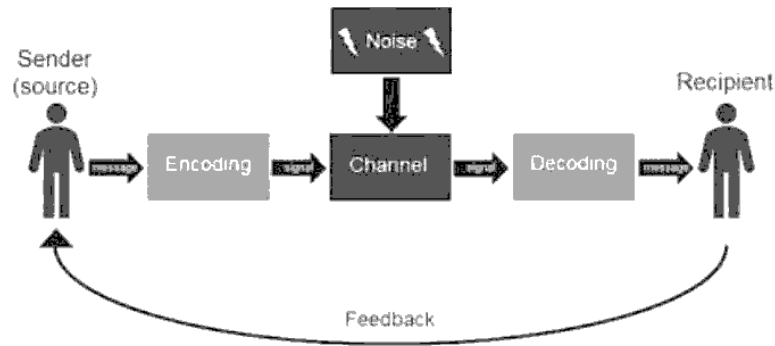


A scanner is an input device that scans documents such as photographs and pages of text. When a document is scanned, it is converted into a digital format. This creates an electronic version of the document that can be viewed and edited on a computer.

Most scanners are flatbed devices, which means they have a flat scanning surface. This is ideal for photographs, magazines, and various documents. Most flatbed scanners have a cover that lifts up so that books and other bulky objects can also be scanned. Another type of scanner is a sheet-fed scanner, which can only accept paper documents. While sheet-fed scanners cannot scan books, some models include an automatic document feeder, or ADF, which allows multiple pages to be scanned in sequence.

Q5.(C). Give the diagrammatic representation of communication cycle. (02)

Ans.



Q6. Read the following passage and answer the question given below:

But man is not destined to vanish. He can be killed, but he cannot be destroyed , because his soul is the deathless and his spirit is irrepressible. Therefore, though the situation seems dark in the context of the confrontation between the superpower, the silver lining is provided by amazing phenomenon that the very nations which have spent incalculable resource and energy for the production of deadly weapons are desperately trying to find out how they might never be used. They threaten each other, intimidate and each other and go to brink, but before the total hour arrives the withdrawal from there brink.

i. The main point from the author's view is that (01)

- A. Man's soul and spirit cannot be destroyed by superpower.**
- B. Man's destiny is not fully clear or visible.**
- C. Man's soul and spirit are immortal.**
- D. Mens safety is assured by the delicate balance of power in term of nuclear weapon.**
- E. Human society will survive despite the serious threat of the total annihilation.**

ii). The phrase "Go to the brink" in the passage means (01)

- A. Retreating from extreme danger.**
- B. Declare War on each other.**
- C. Advancing to the stage of War but not engaging in it.**
- D. Negotiate for peace.**
- E. Commit suicide.**

III). In the author's opinion (01)

- A. Use stockpiles of destructive weapons have Safari save mankind from a Castrophe.**
- B. Superpower have at least realise the need for abandoning the production of Lethal weapons.**
- C. Mankind is heading toward complete destruction.**
- D. Nations is position of Huge stop files of Lethal weapons are trying hard to avoid actual conflict.**
- E. There is a silver lining over the production of deadly weapons.**

iv). Irrepressible in the second line means (01)

- A. Incompatible.**
- B. Strong.**
- C. Oppressive.**
- D. Unrestrainable.**
- E. Unspirited.**

V. A suitable title for the above passage is (01)

- A. Destruction of mankind is in evitable.**

B. Men's desire to survive in habits use of deadly weapons.

C. Mounting cost of modern weapons.

D. Threads and intimidation between superpower.

E. Cowardly Retreat by man.

Ans: I) A

II) B

III) C

IV) D

V) C

Q6.(B). List any 10 instruction to follow while welding and object.(05)

Ans: The instructions that should be followed while welding is as follows:

- 1.Prohibit welding in areas with broken sprinkler or fire systems, places with explosive atmosphere, and exposed or easily ignitable materials.
- 2.All types of welding create sparks, so remove wood and fuel from the work area.
- 3.Always have working fire extinguishers, sprinkler, and fire systems installed and checked frequently.
4. careful of welding-related fumes that build up and the smaller the workplace area, the faster the fumes will build up. Make sure you work in well-ventilated areas and maintain healthy breathing zones.
- 5.Respirators should be available in tight areas and mechanical ventilation should be in all areas where welding takes place.
- 6.Speciality tinted goggles should be worn all welding operations.
- 7.Special helmets with removable filters and cover plates should be readily available and safety glasses should be checked for cracks and other defects before the welding process begins.
- 8.Wearing ear muffs or ear plugs should be mandatory to protect against loud noises.

9. Leather gloves should fit the welder's hands and clamps or holders should be used when the welding process becomes too hot to use the gloves.

10. When cutting, always direct the spark away from you and others.