



End Term Examinations (December 2019)

School: School of Information Engineering

Program: B.Tech.

Course: Introduction to Communication Skills (Intermediate)

Course Code: GEX153

Semester: III

Max Marks: 30

Duration (mins): 60

Instructions:

- Read all the questions properly and answer as directed
- Write only the answers in your answer sheet
- Do not write anything on your question paper except your URN no.
- Write correct

Note: Figures to the right indicate full marks.

Q1) Write the correct option of the below questions in your answer sheet. 10 marks

- a) The earliest model of Communication was designed by:
- Aristotle
 - Galileo
 - Leonardo da Vinci
 - Shannon & Weaver
- b) The Inferential model depends on _____ for effectiveness.
- Medium
 - Evidence
 - Meaning
 - Coding and Decoding
- c) In the Communication Process, sender's thoughts refer to:
- Message
 - Coded Message
 - Encoded message
 - Meaning

d) A question seeking an opinion is:

- i) Direct Question
- ii) Open Question
- iii) Loaded Question
- iv) Clarifying Question

e) The use of the 'sense of touch' in Communication is:

- i) Proxemics
- ii) Haptics
- iii) Chronemics
- iv) Kinesics

f) The primary purpose of Resume` is:

- i) To get you a job
- ii) To impress your boss
- iii) To get you an interview call

g) Which of the following is the reason for ineffectiveness of a cover letter?

- i) Good quality paper
- ii) Disorganized style
- iii) Free of typos and spelling mistakes

h) The word memorandum means

- i) A record of events
- ii) External communication
- iii) A formal communication format

i) Which of the following is not a business report?

- i) Conclusions
- ii) Evidence of claims
- iii) Recommendations
- iv) Evaluation of facts and results

j) Which of the following is an example of a routine letter?

- i) Memo
- ii) Report
- iii) Proposal
- iv) Complain letter

Q2) Answer the questions given below. (Any two)

10 Marks

- a) What is the importance of Written Communication?
- b) Mention any five types of non – verbal communication in brief.
- c) Give formal Letter format. Mention what needs to be covered in each para of the letter body.
- d) Write down the components of E-mail.

Q3) Solve the questions given below as directed. (Any two)

10 Marks

- a) Draft a cover letter for the advertisement given below.

Dirgha Technologies is hiring now for the position of **Software Developer Intern –**

Python Education : B.Tech/BCA

Skills Set : Strong basics of programming language, Java, Python, Self-motivated, Good Communication, . Good Team player

Key Roles & Responsibilities:

- To protects operations by keeping information confidential.
- To provide information by collecting, analyzing, and summarizing development and service issues.
- To accomplish engineering and organization mission by completing related results as needed.
- To develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.

Contact: HR manager, First Floor, Godrej Millennium Condominium, Kharadi, Pune, Maharashtra - 020-622536.

- b) Draw a resume structure. Ensure to include the right sequence of each component.
- c) Mention the two types of reports. Explain each in brief and give example of each.