

1E2404

Roll No. _____

Total No of Pages: **3****1E2404****B. Tech. I - Sem. (Main/Back) Exam., Dec. 2019****1FY1 – 04 Communication Skills****Time: 2 Hours****Maximum Marks: 80
Min. Passing Marks: 28***Instructions to Candidates:*

Attempt all five questions from Part A, four questions out of six questions from Part B and two questions out of three from Part C.

Schematic diagrams must be shown wherever necessary. Any data you feel missing may suitably be assumed and stated clearly. Units of quantities used /calculated must be stated clearly.

*Use of following supporting material is permitted during examination.
(Mentioned in form No. 205)*

1. NIL2. NIL**PART – A****(Answer should be given up to 25 words only)****[5×2=10]****All questions are compulsory**

Q.1 Distinguish between Verbal and Non-Verbal Communication.

Q.2 Define Linking verbs.

Q.3 Name the different types of Business Letters.

Q.4 Who authored the short story "The Luncheon"?

Q.5 Give the central idea of the poem "IF" by Rudyard Kipling.

PART – B

(Analytical/Problem solving questions)

[4×10=40]

Attempt any four questions

- Q.1 Describe the corporate communication.
- Q.2 What advice does the poem "If" gives to the present generation?
- Q.3 There are quite a few places where the author uses the expressions 'my heart sank', 'panic seized' etc. in the story "The Luncheon". What was the reason for this?
- Q.4 Fill in the blanks with appropriate Linking Words:
- (i) Promise me that you will phone me.....you get to the airport.
 - (ii) "I'll take some money with me just.....I see something I want to buy".
 - (iii) Jen promised to look after Harriet's cat.....she was on holiday.
 - (iv) I set the alarm for 6.30 in the morning..... I wouldn't miss the train.
 - (v) We waited at the platform.....the train had disappeared into the distance.
- Q.5 Write a paragraph on "An Accident Scene" or "Why should people speak English?" in 100-200 words.
- Q.6 Your College organized an adult literacy camp in its neighborhood. Write a report in 150-200 words on the camp for your college newsletter. You are Sunil/Sunitha, the Secretary.
- Use the following clues; no. of volunteers – hours spent in teaching – location of the class – chairs, blackboards – no. of people attending the camp – benefits.

PART – C

(Descriptive/Analytical/Problem Solving/Design Questions) [2×15=30]

Attempt any two questions

- Q.1 What is the significance of the title of the story “How Much Land Does a Man Require?”
by Leo Tolstoy.
- Q.2 Describe the meaning, importance and cycle of Communication.
- Q.3 Write a letter applying for the following job that appeared in the Employment News on

May 23rd:

Part-Time help required by fast food restaurant would suit student.

Apply to: The Manager, Pizza Hut

Main Street, Indraprastha Industrial Area, Kota, Rajasthan 3240005.



Global Institute of Technology, Jaipur

ITS-1, IT Park, EPIP, Sitapura Jaipur 302022 (Rajasthan)

Solution IIIsem University Examination 2019

3CS2-01IIIsem/ IYear

RTU Paper Solution

FIRST YEAR (COMMON FOR ALL BRANCHES)

Subject Name – Communication Skills

Paper Code – 1FY1-04

Date of Exam – 11/12/2019

Part- A

Q. No. 1: Distinguish between Verbal & Non-Verbal Communication.

Answer: Verbal and Non-Verbal communication differs in the following manner:

Verbal Communication: - It is the most used form of communication having been divided into 'oral' and 'written' communication. It is to be considered more authentic form of communication as it leaves proof for the readers and even the oral communication can easily be registered through recording.

Non-Verbal Communication: - It is less authentic but more effective. It leaves a permanent impression of the subject over the audience. It is expressed through body language incorporating gestures, posture and eye-communication.

Q. No. 2: Define Linking Verbs.

Answer: Linking Verb is a word or expression (such as a form of *be*, *become*, *feel*, or *seem*) that links a subject with its predicate. Such as "Seem" in "you seem upset" and "are" in "my favorite players are Sachin and Yuvraj" are *linking verbs is used in it*.

Q. No. 3: Name different types of Business Letters.

Answer: Different types of business letters incorporate cover letters (accompany your resume when applying for a new position), letter of recommendation, interview follow-up letters, offer letters, sales letters and resignation letters etc.

Q. No. 4: Who authored the short story 'The Luncheon'?

Answer: The name of the author of the Luncheon is **William Somerset Maugham**. He was born at Paris in the year 1874.

Q. No. 5: Give the central idea of the poem "If" by Rudyard Kipling.

Answer: In the course of thirty-two lines of the poem, Kipling advocates the virtues of composure, patience, integrity, modesty, control, perseverance, tolerance determination, confidence – for a few to cite. This poem is the like a rule book to perfect the art of living and being human in true sense.

Part- B



Global Institute of Technology, Jaipur

ITS-1, IT Park, EPIP, Sitapura Jaipur 302022 (Rajasthan)

Solution IIIsem University Examination 2019

3CS2-01IIIsem/ IIYear

Q. No. 1: Describe the Corporate Communication.

Answer: Communication is an essential element in the success of any business. The process of transferring information from one person to another, within and outside the business environment, is termed as **'Business Communication or Corporate Communication.'** The term 'Corporate Communication' is derived from general communication which is associated with business activities. In other terms, communication between business parties or people for business-related tasks is considered as **'Business Communication.'** Effective business communication is the way employees and management communicates to achieve organizational goals. The objective is to improve organizational efficiency by reducing mistakes. Business Communication includes different aspects like marketing, public relations, customer relations, corporate and interpersonal communication, etc. Moreover, it involves a regular flow of information and feedback is considered as a crucial and important aspect of business communication. Due to different levels of hierarchy and involvement of a huge number of people, business communication plays an important role in different management functions i.e. planning, coordinating, organizing, directing, and controlling.

Q. No. 2: What advice does the poem "If" gives to the present generation?

Answer: The poem 'If' by Rudyard Kipling suggests the reader to be a man in true sense by opting all possible virtues and by keeping high morale from within. He advises to a boy on how to be a man. He is defining what it means to be a real man, someone who doesn't blame others for mistakes, listens to both sides of an issue, takes risks and accepts losses. He is saying if you can do all these things such as "keep your head," "trust yourself," "meet with triumph and disaster," "hold on when there is nothing in you," and "talk with crowds and keep your virtue," then "you'll be a Man my son!" He further suggests that a person should be able to communicate with ordinary people and with kings as well. Never forget who you are. Do not allow outside forces to infiltrate your spirit. Do not give yourself over to man completely. No one needs to shoulder completely the woes of other men. Never waste time. Fill every minute of each day with life, love, and work. If you can do these things, the world is your oyster. In addition, you will be a man among men.

Q. No. 3: There are quite a few places where the author uses the expressions 'my heart sank', 'panic seized' etc. in the story "The Luncheon". What was the reason for this?

Answer: In "The Luncheon", the expression "my heart sank" has been used by the narrator when the lady ordered caviar in the restaurant and the narrator was at the edge of trying to estimate the cost of the dish as it was one of the costliest dishes of the then society. He has employed this phrase to express his inability to afford the dish and the fix of not being able to express the same. The narrator has also used the expression "panic seized" is used to state his anticipation by wondering about the price of the dish and whether it would exceed his budget line. It was the moment of the arrival of the bill. Both the expressions lend humor, pathos, an embarrassment to the situation.

Q. No. 4: Fill in the blanks with appropriate linking words:

- i) Promise me that you will phone me **as soon as** you get to the airport.
- ii) "I'll take some money with me just **in case** I see something I want to buy.
- iii) Jen promised to look after Harriet's cat **while** she was on holiday.
- iv) I set the alarm for 6:30 in the morning **so that** I wouldn't miss the train.
- v) We waited at the platform **until** the train had disappeared into the distance.



Global Institute of Technology, Jaipur

ITS-1, IT Park, EPIP, Sitapura Jaipur 302022 (Rajasthan)

Solution IIIsem University Examination 2019

3CS2-01IIIsem/ IYear

Q. No. 5: Write a paragraph on 'An Accident Scene' or 'Why should people speak English' in 100-200 words.

Answer: (1)

Paragraph on 'An Accident Scene'

Road accidents are very common these days. Every day newspapers are full of news about accidents. Science has made traveling very comfortable. But accidents do take place daily. Many valuable human lives are lost and automobiles are destroyed. These accidents have made human life quite unsafe. They are the result of rash driving and violating the rules of traffic.

I witnessed a very tragic road accident last week. I was going to bazaar when I saw the crowd on the road. I came to know that an accident had occurred between a car and a Tonga. The Tonga was going on the wrong side of the road. A car was coming at great speed from the opposite direction. The car driver blew the horn again and again. The Tonga driver tried to put his horse aside but failed. The car driver applied brakes at the last moment. But he could not control the car and it directly hit into the Tonga. The horse was killed on the spot. His dead body was lying on the road. Blood could be seen everywhere. The Tonga was badly broken into pieces. Some of the passengers received minor injuries. But, the Tonga driver himself was seriously injured. He was lying on the road. People were trying their best efforts to bring him to senses by showering water on his face. It was a very horrible scene. I had a deep sympathy for the poor fellow as his horse was dead, his Tonga was destroyed and even his own life was in danger.

Paragraph on 'Why Should People Speak English'?

Learning to speak in English is a big effort. It needs time, money, energy and commitment. Why should you spend time, money and energy trying to speak in English? Fairly a good question! When Chinese and Japanese can make progress in their own language, why can't we? Fair question, again! Whatever be the historical reasons but the truth is that the latest research in science, technology, humanities and almost everything today happens in English. You can, either learn English to share in that knowledge or refuse to do that and try to reinvent the wheel in your own language. Former is better and it also gives you a chance to make that knowledge available in your own language. Speaking English allows you to actually broaden your world, from job opportunities to the ability to relate to people from every country. Knowing the language makes it much more interesting every trip. Anywhere you want to go in the world you can find someone who speaks English. Whether you're a business owner, student or employee, English is incredibly important in the business world. English is considered to be one of the most important business languages due to being the de facto language of the United States and the official language of the UK, Canada, India and South Africa.

Since English is spoken in so many different countries there are thousands of schools and universities around the world that offer programmes in English. If you speak good English, there're lots of opportunities for you to find an appropriate school and course to suit your needs. All above reasons and convictions simply suggest that one should learn to speak English fluently to cope with the rest of the world.

Q. No. 6: Your College organized an Adult Literacy Camp in its neighborhood. Write a report in 150-200 words on the camp for your college news-letter. You are Sunil/Smitha, the secretary. Use the following clues: number of volunteers-hours spent in teaching-location of the class-chairs-blackboards-number of people attending the camp- benefits.

Adult Literacy Camp

1st September, 2020



Global Institute of Technology, Jaipur

ITS-1, IT Park, EPIP, Sitapura Jaipur 302022 (Rajasthan)

Solution IIIsem University Examination 2019

3CS2-01IIIsem/ IIYear

Sunil, Secretary, Cultural Society
Global Institute of Technology

An Adult Literacy Camp was organized in the neighborhood slum society of our college. All relevant activities were organized by the volunteer team of college cultural society. In all, twenty volunteers participated to make the camp a grand success; and they succeeded in doing so. The Chief Guest of the occasion was Mr. Om Prakash Gurjar, a famous name, a renowned social activist working for the welfare and education of the children of slum area. There were two hundred and fifty plus participants who attended the camp and were taught by the volunteers. They were divided into eight small groups and were taught the basic Hindi & English alphabets, words and sentences. The cleanliness drive was also introduced in the camp and the participants were motivated to follow the basic sanitation rules and were asked to motivate their family members also for doing so. There was also a small talk by the Chief Guest on ethics, moral values, discipline and punctuality. Free books and stationery were also distributed in the camp. Later, the Chief Guest presented the volunteers the participation cum appreciation certificate. He also appreciated the efforts of the organizing committee for organizing such a great event.

Part – C

Q. No. 1: What is the significance of the title of the story, “*How Much Land does a Man Need*” by Leo Tolstoy?

Answer: Tolstoy became religious and philosophical in his later years and came to believe in the Christian virtues of humility and simplicity. He titled his story in the form of a question because he wanted his reader to think about it. If a man only claimed as much land as he actually required for himself and his family; he could get by with only a few acres, and there would be plenty of land for everybody. But men tend to be greedy and selfish. They fail to realize that life is very short and much of their hard work and worry and stress will end up getting them nothing but trouble and frustration. In the end, a man only needs enough land to provide a grave for him, an area about six feet long and three feet wide. Many of the great religious leaders have chosen to live without any possessions. Tolstoy chose a brilliant way of illustrating his thesis. We can visualize this fairly typical mortal trying to take in more and more land as he tries to walk around it in a day. Tolstoy lived on the land and had a strong feeling for the land with all its beauty and variety. This comes out in his story and makes it vivid and real. We can feel the heat and visualize the setting sun. This is due as much to Tolstoy's sincerity as to his artistic ability.

Q. No. 2: Describe the meaning, importance and cycle of communication.

Answer: Communication is one of the most vital elements of society. People need people, and to interact, it's essential they be able to convey messages and understand each other. The **communication cycle** expresses how the system of conveying and understanding messages operates. Different depictions of the cycle may include slightly different steps and descriptions, but most agree on the basic elements:

- **Sender:** the person or entity originating the communication
- **Message:** the information that the sender wishes to convey
- **Encoding:** how the sender chooses to bring the message into a form appropriate for sending
- **Channel:** the means by which the message is sent
- **Receiver:** the person or entity to whom the message is sent



Global Institute of Technology, Jaipur

ITS-1, IT Park, EPIP, Sitapura Jaipur 302022 (Rajasthan)

Solution IIIsem University Examination 2019

3CS2-01IIIsem/ IIYear

- **Decoding:** how the receiver interprets and understands the message
- **Feedback:** the receiver's response to the message

Communication Cycle Stages: The sender decides what their message is, how it will be expressed and sent, and who the receiver is. As a general rule, the message should be kept as simple and direct as possible and all content of the message checked for accuracy. Many factors must be considered when a sender is encoding a message. Language barriers, whether between one tongue to another or between two dialects of the same language, must be addressed, as must cultural differences that may affect how a receiver perceives the sender's intent. In short, the sender needs to know his or her audience and take time to anticipate places where breakdown may happen. The channel through which the message is sent can affect the end result as well. Some messages are more effective in writing, others when delivered in person, and still others when sent via electronic means. When the receiver gets the message, the process of decoding begins. The ball is now in their court; they must do their best to filter out distractions and take time to digest the entire message.

Q. No. 3: Write a letter applying for the following job that appeared in the employment news on May 23rd. Part-Time help required by the fast-food restaurant would suit students. Apply to: The Manager-Pizza Hut, Main Street, Indraprastha Industrial Area, Kota, Rajasthan, 324005.

Answer:

The Manager,
Pizza Hut, Main Street,
Indraprastha Industrial Area,
Kota, Rajasthan, 324005

25th May, 2020

Subject: Job Application for the Part-Time help at Pizza Hut, Main Street, Indraprastha Industrial Area, Kota.

Reference: Published advertisement in The Employment News of 23rd May, 2020.

Dear Sir,

In reference to the subject cited above, and, as per the published advertisement in The Employment News of 23rd May, 2020; I have come to know that a position of Part-Time helper is lying vacant under your kind control. I, with all my enthusiasm and innovative energy, wish to apply for the same. I am basically an Electrical Engineer recently passed B. Tech. from Global Institute of Technology; know it well that this job can never be my dream destination. But, it will definitely be proved a solid platform for enriching my exposure and simultaneously, will save me from the monotonous idle period till joining.

I hereby ensure you that if the opportunity of joining will be provided; I will surely dedicate me with all my energy.

This is for your kind consideration please.

Yours sincerely,
(XYZ)



Global Institute of Technology, Jaipur

ITS-1, IT Park, EPIP, Sitapura Jaipur 302022 (Rajasthan)

Solution IIIsem University Examination 2019

3CS2-01IIIsem/ IIYear