

(REVISED COURSE)

(3 Hours)

[Total Marks : 100

- N.B.** (1) Question No. 1 is **compulsory**.
 (2) Attempt any **four** questions out of remaining **six** questions.
 (3) **Figures to right** indicate **full marks**.
 (4) Answers to **all the sub** questions should be attempted and grouped **together**.

1. (a) One cannot not communicate". Discuss this statement in the light of non-verbal communication. **8**
 (b) Write an application letter in response to the following advertisement. Assume required qualifications. **12**
 — Wanted a Service Advisor at our Bangalore office. The candidate must have a Bachelor's degree in automobile engineering with four years of relevant experience. A dynamic professional with excellent communication and interpersonal skills will be preferred. Please send your detailed resume to T. S. Toyota, 20 Kadambari Lane, Bangalore. (Use complete Block Format)
2. (a) What are the causes of poor listening ? What steps would you take in order to ensure good listening ? **10**
 (b) Define the following :— **5**
 (i) Kinesics (ii) E-mail (iii) Drilling (iv) Hammer (v) Thermometer.
 (c) Provide **one-word** substitute for the underlined words and rewrite the sentence. **5**
 (i) The audience broke into *natural and unforce applause*.
 (ii) This village fair is arranged *once in two years*.
 (iii) The meeting has been *put off for a later date*.
 (iv) I always refer to the dictionary that offers *the history and origin of words*.
 (v) Those twin sisters were *same in every respect*.
3. (a) Write short notes on any **four** :— **16**
 (i) The role of a receiver in communication
 (ii) Any two psychological barriers
 (iii) Various connotations of silence
 (iv) The importance of Context in the cycle of communication
 (v) Importance of Feedback
 (vi) Medium and Channel.
 (b) Select a correct option for the given statements :—
 (i) Which of the following counts as Oral Communication ?
 — A Notice pinned on the notice board
 — A text message
 — An E-mail
 — A call on mobile phone.
 (ii) Which of the following is an advantage of written communication over spoken communication ?
 — It carries more authority
 — It provides record for reference
 — It is quick and easy to produce
 — The information can be given privately.
 (iii) Which of the following is a positive body language sign
 — Smiling
 — Yawning
 — Refusing to make eye contact
 — Writing a thank you letter.
 (iv) Which of the following counts as cultural misunderstanding ?
 — Not being able to read someone's hand writing
 — Not understanding a foreign language
 — Not understanding a technical term in a manual
 — Reading American date 1/4/2007 as 1st April, 2007 rather than 4th January, 2007.

4. (a) As the Purchase Manager of R. K. Engg. Company, Mumbai, you had sent an order for 15 scanners to National Systems Ltd., Delhi, but you received only 12 scanners on delivery. Write a letter to the G. M. (Sales and Marketing) of NSL making a complaint and asking him to send the remaining three scanners. 10
- (b) When would you use the following headings ? Give one example for each. 6
- (i) Caution. (ii) Warning (iii) Note.
- (c) Match the following :— 4
- | | |
|----------------|-----------------------------------|
| (i) Jargons | Frame of reference |
| (ii) Proxemics | Specialised or technical language |
| (iii) Contest | Similar sounding words |
| (iv) Homonyms | The study of spatial requirements |
5. (a) Describe any of the following objects by giving definition, diagram, description and working. 10
- (i) Voltmeter (ii) Microscope (iii) Calculator.
- (b) As the sports secretary of your college, write a letter of enquiry to a local sports dealer asking him about the prices and quality of various sport gears and equipments required for your upcoming sports week. Use semi Block Format. 10
6. (a) Write instructions to use of microwave oven. 6
- (b) Identify the barriers from the given situations or conversations. 4
- (i) "Don't trust him, all lawyers are liars".
- (ii) "He is my friend, he cannot be wrong".
- (iii) A sign board reading "Fine for Parking".
- (iv) I have been using this for the last ten years, I cannot change in now to use something else".
- (c) Use any three sets of words to form a single sentence :— 6
- | | |
|--------------------|-------------|
| (i) Tribunal | Tribute |
| (ii) Illicit | elicit |
| (iii) Substantiate | Substantial |
| (iv) Adverse | Averse |
- (d) Give a diagrammatic representation of a letter in Modified Block Format. 4

7. Read the following passage and answer the questions given below :

Renaissance is the name commonly applied to the period of European history following the Middle Ages. Many attempts have been made by historians over centuries to define "the Renaissance" in a brief statement, as though a single essence underlay the complex features of the intellectual and cultural life of numerous European countries over several hundred years. Renaissance has been described as the birth of the modern world out of the ashes of the Dark Ages; as the discovery of the world and the discovery of the man; and as the era of the emergence of untrammelled individualism in life, thought, religion and art. Recently, some historians, confirmed that attributes similar to these were present in various people and places in Middle Ages, and also that many elements long held to be medieval survived into the Renaissance. They have denied that a period called renaissance ever existed. This skeptical opinion serves as a reminder that history is a continuous process, and that "periods" are not given by history but invented by historians. The division of temporal continuum into named segments is an all but indispensable convenience in discussing history.

Questions :

- (a) According to this passage what is 'Renaissance' and with what is it generally associated ? 2
- (b) How do the recent historians treat the old concept of Renaissance ? 2
- (c) What does the phrase "similar to these mean in the passage". 1
- (d) What does the phrase "skeptical opinion" refer to ? 2
- (e) Explain "temporal continuum into named segments". 2
- (f) Select an antonym for untrammelled — (clear, definite, restricted). 1
- (g) Which of the word is closest in meaning to 'indispensable' — (essential, extreme, useful) 1
- (h) Provide a title to the passage 1
- (i) Summarise the passage in your own words. 8