

B.Tech. (Sem.II) (Main/Back) Examination - 2014

201 Communication Techniques

[Time : 3 Hours]

[Total Marks : 80]
[Min. Passing Marks : 24]

Instructions to Candidates :

Attempt any five questions, selecting one question from each unit. All questions carry equal marks. Schematic diagrams must be shown wherever necessary. Any data you feel missing suitably be assumed and stated clearly. Units of quantities used/calculated must be stated clearly.

Unit - I

1. (a) What do you understand by "Communication"? Why is 'Communication' important? (8)
(b) Explain the objectives of communication. (8)

OR

1. (a) Explain the process of communication, giving examples. (8)
(b) Why is 'downward communication' regarded so important? What are its limitations. (8)

Unit - II

2. (a) What do you mean by the word 'Verbal'? Why is Verbal communication regarded so important? (8)
(b) Explain the qualities of good communication. (8)

OR

2. (a) What are the advantages and limitations of written communication? (8)
(b) Make distinction between formal and informal channels of communication. (8)

Unit - III

3. (a) What are the communication barriers? (8)
(b) What do you understand by professional communication? (8)

OR

3. (a) How to overcome communication barriers? (8)
(b) How is professional communication useful for organization? (8)

Unit - IV

4. (a) In the following sentences, select the verb from which you feel is appropriate. (8)
If both the verb forms given are appropriate, give reason:
(i) The team (has, have) won fifteen games this season.
(ii) What you believe about these matters (doesn't, don't) make a difference.
(iii) Mr. Garg, together with his five guests, (has, have) gone out to dinner.
(iv) There (was, were) a number of players waiting near the gate.
(b) Fill in the appropriate conjunction. Choose from the conjunctions in brackets: (8)
(i) She would have purchased those gold bangles she had enough money. (Until, So, if)
(ii) Animals don't kill they are hungry. (although, unless, because)
(iii) He works hard he may get good marks. (Lest, because, in order that)
(iv) No sooner did the lion saw the deer it pounced on it. (When, although, than) (8)

OR

4. (a) Combine the sentences using relative pronoun:
(i) The house is empty now. We used to live there.

RTU (ii) The speech was very informative. Prof. Tandon delivered it.

— paper — (iii) The plane was not in a good condition. It crashed.

(iv) Some cash has been recovered. It was stolen from a bank. (8)

(b) Correct the following sentences:

(i) She is elder than my sister.

(ii) Though he is rich but he is unhappy.

(iii) What is the time in your watch?

(iv) He is a M.A. in Economics. (8)

Unit - V

5. (a) You are a B.Tech. A faculty position in your branch is vacant in a college. Apply for this position with resume. Invent necessary details. (8)

(b) On behalf of the librarian of your college, write a letter of inquiry to a prominent book seller asking for the latest catalogue and details of discount offered to libraries. (8)

OR

5. (a) Which basic e-mail etiquette rules and techniques should be kept in mind while writing e-mail messages? (8)

(b) What things should be kept in mind while making and receiving phone calls? (8)

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