

First & Second Semester

Agriculture/Aircraft Maintenance/Automobile/Chemical/
Cement Technology/Civil Engg./CTM, Computer Science/
CHM/Electronics & Tele Communication/Electrical Engg./
Electronics & Instrumentation/Electrical & Electronics Engg./
Electrical and Mechanical Engg./I.T./Opto Electronics/RAC/
Mechanical Engg./IC Manufacturing/Mine Surveying/PRPC/
Plastics Technology/Printing Technology/Production Engg./

Textile Technology

Scheme OCBC, July 2022

COMMUNICATION SKILL IN ENGLISH*Time : Three Hours]**[Maximum Marks : 70***Note :** Attempt all questions.

1. (A) Choose the correct answer from the given alternatives.

 $2 \times 1 = 2$

1. Which one of the following is NOT one of the seven C's of communication?

(a) Clarity (b) Courtesy
(c) Conciseness (d) Cleverness

2. Which one is NOT a component of the communication process.

(a) Sender (b) Message
(c) Emotion (d) Receiver

- (B) Answer the following questions in short (any two) (30-40 Words)

 $2 \times 3 = 6$

- (i) What do you understand by upward communication? Give one example

- (ii) Explain any two types of non-verbal communication with examples.
- (iii) Explain the difference between encoding and decoding in communication.

(C) Answer in Detail

1×6=6

Describe organizational barriers to effective communication in detail. How can these barriers be overcome?

OR

Describe any four principles from the 7 C's of effective communication with examples.

2. (A) Choose the correct answer from the given alternatives

2×1=2

(i) Being able to express our feelings openly but politely is known as:

- (a) Aggressiveness
- (b) Empathy
- (c) Assertiveness
- (d) Shyness

(ii) Hard skill can be learnt through:

- (a) Training
- (b) Friendship
- (c) Gossip
- (d) Casual chatting

(B) Attempt any **two** of the following questions (word limit 40-50 words for each)

2×2=4

(i) Define leadership and mention two qualities of a good leader.

(ii) What is emotional intelligence? Given one example.

(iii) Briefly state one method to improve time management.

(C) Answer in detail: $1 \times 6 = 6$

- (i) Explain the characteristics and importance of soft skills vs hard skills with examples.

OR

Discuss any **three** Life skills from: Decision Making, Self awareness, Motivation, Interpersonal Effectiveness, Assertiveness, and Conflict Management.

3. (A) Choose the correct answer from the given alternatives:

$2 \times 1 = 2$

- (i) In 'The Gift of Magi', what did Jim sell to buy Della's present?

- (a) His watch (b) His hat
(c) His book (d) His ring

- (ii) In the poem 'Night of The Scorpion', who suffers from the scorpion sting?

- (a) The poet (b) The poet's mother
(c) The poet's father (d) a neighbour

(B) Answer the following questions in short (one from each section) $1 \times 2 = 2$

- (i) What tools does the Astrologer use in his profession?

OR

Why is Della worried after buying Jim's present?

- (ii) What did the father in the poem, 'Night of the Scorpion', do to cure his wife? $1 \times 2 = 2$

OR

What did the poet's mother say after her pain ended?

(C) Answer in Detail

1×5=5

- (i) Describe the scene that the poet observes in the woods. How does he feel about it?

OR

What kind of world does the poet pray for in the poem 'Where the mind is without fear'? Explain in detail.

- (ii) Narrate the story of "The Gift of Magi" Focusing on Della's sacrifice and Jim's reaction. 1×5=5

OR

Describe the character of Uncle Podger and explain how he creates chaos while attempting a simple task.

4. (A) Choose the correct answer from the given alternatives:

2×1=2

- (i) CC in email stands for:

- (a) Carbon Copy
- (b) Courtesy Copy
- (c) Clear Copy
- (d) Complete Copy

- (ii) The salutation in formal business letter should be:

- (a) Hey there
- (b) Dear Sir/Madam
- (c) Hi
- (d) Hello

(B) Answer the following questions in short:

1×2=2

What are the essential principles of email etiquette? Mention any four.

OR

Write a brief email to your professor informing about your absence from class due to family emergency.

(C) Read the given unseen passage

1×4=4

Technology has revolutionized the field of education in recent years. Online learning platforms, digital classrooms, and educational apps have made learning more accessible and interactive. Students can now access courses from top universities around the world from the comfort of their homes. Virtual reality and artificial intelligence are being used to create immersive learning experiences. However, the digital divide remains a challenge, as not all students have access to high-speed internet and modern devices. Teachers also need proper training to effectively use these technological tools in their teaching methods.

(i) Make a precis of the above passage in about one-third of its length and give a suitable title.

OR

(ii) Read the above passage and answer the comprehension questions:

1. How has technology changed education?
2. What are the benefits of online learning mentioned?
3. What challenges does the digital divide present?
4. Give a suitable title for the above passage.

(D) Draft a letter of inquiry to a computer company for information about laptops suitable for students including the price.

OR

Draft a job application letter for the post of 'Assistant' along with your resume.

(A) Match the following:

Column-A

Column-B

- | | |
|---------------------------------------|--------------------------|
| (i) Using words to communicate | (a) Yes |
| (ii) The quality of being on time | (b) Formal communication |
| (iii) Gesture of nodding head | (c) Punctuality |
| (iv) Kind of communication in offices | (d) Verbal communication |

(B) (1) Fill in the blanks with suitable determiners: 2×1=2

(i) She has _____ money left in her purse.
(little/few)

(ii) She wants to buy _____ new dress for the party. (a/an)

(2) Rewrite the following choosing the correct verb in each from case the parenthesis: 2×1=2

(i) She _____ completed her assignment (has/have).

(ii) The meeting starts _____ 10 AM (at/in)

(3) Fill in the blanks with correct tense form: 2×1=2

(i) She _____ (work) in this company since 2020. (use present perfect continuous tense)

(ii) The train _____ (arrive) at the station now. (Present continuous tense)

(4) Change into passive voice: 2×1=2

(i) The mechanic has repaired the car.

(ii) Someone has stolen my bicycle.

(5) Fill in appropriate preposition:

2×1=2

(i) She is skilled _____ Computer programming.
(in/at)

(ii) The book was written _____ a famous author. (by/
from)



9

19