

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**Diploma Engineering – SEMESTER – 1 (NEW) – EXAMINATION – Summer-2024**

**Subject Code: 4300002**

**Date: 07-06-2024**

**Subject Name: Communication Skills In English**

**Time: 10:30 AM TO 01:00 PM**

**Total Marks: 70**

**Instructions:**

1. Attempt all questions.
2. Make Suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Use of programmable & Communication aids are strictly prohibited.
5. Use of non-programmable scientific calculator is permitted.
6. English version is authentic.

	Marks
<b>Q.1 (a) Select (✓) the most appropriate option from the given options. (Any 3)</b>	<b>03</b>
1 The sign of successful communication is when _____. a. The Sender smiles and gives open body language. b. The Sender answers. c. The Sender is agreeable. d. The Sender gets the desired response from the receiver.	
2 The process of converting signal (coded message) into understanding is.... a. Encoding b. Decoding c. Channel d. Feedback	
3 Use of Tone, Stress, and Intonation of one's voice in Communication is.... a. Barriers b. Physical Non-Verbal Communication c. Paralanguage d. Verbal Communication	
4 David Berlo's _____ Model is an expansion of the Shannon-Weaver Model of Communication. a. SNMR: Sender Noise Message Receiver b. SMCR: Sender Message Channel Receiver c. SMRC – Source, Message, Recipient, Channel d. SECD – Sender, Encoding, Channel, Decoding	
<b>(b) Justify Fate and Friendship vs. Duty as the Central Themes of the Story “After Twenty Years”.</b>	<b>04</b>
<b>(c) Write a Brief Note in about 120 words on the following. (Any Two)</b>	<b>07</b>
1. Shannon-Weaver Model of Communication Process ( <i>Explain with Diagram</i> ) 2. Communication: Definition, Need, and Application at Workplace. 3. Barriers to Communication with Illustrations.	
<b>OR</b>	
<b>(c) Answer the following questions in one or two sentences. (Any Seven)</b>	<b>07</b>
1. What is Encoding in the Process of Communication? 2. Define Decoding in the Process of Communication. 3. Why is Feedback essential for a successful Communication? 4. Which type of Communication is more effective? Verbal or Non-Verbal? 5. How does Non-Verbal Communication supplement Verbal Communication? 6. State the components of Paralanguage serving the purpose of communication. 7. In which form/s can Visual Communication be represented? 8. Explain any two Barriers to Communication.	
<b>Q.2 (a) Identify Noun/s from the following sentences.</b>	<b>03</b>
1. The old man is known for his wisdom.	

2. Kritika bought a handbag for herself.
3. Aryan was scolded for his forgetfulness.

**(b) Do as directed.**

**04**

1. The Examination of Communication Skills in English was \_\_\_\_\_ easy.  
(Apply a suitable **Adverb** from **quiet, quite, quietly** and Rewrite the Sentence.)
2. \_\_\_\_\_! That was truly an exquisite performance!  
(Apply a suitable **Interjection** from **Wow, Oh, Ouch** and Rewrite the Sentence.)
3. The place is a Seven-Star Resort. Celebrities are staying there.  
(Join these two sentences using a suitable **Conjunction** from **Which, Where, When** and Rewrite the revised Sentence.)
4. The wealthy woman bought diamond jewellery. (Rewrite the Sentence and Underline **Adjective/s.**)

**(c) Fill in the blanks using the appropriate form of the verbs given in brackets.**

**07**

1. \_\_\_\_\_ she \_\_\_\_\_ dinner last night? (Do...have, Does...have, Did...have)
2. I \_\_\_\_\_ to the Statue of Unity many times. (have been, has been, had been)
3. Meera got three calls from her friend, while she \_\_\_\_\_ dinner with her family last night. (is doing, was having, were doing)
4. Mrs. Dhingra \_\_\_\_\_ on the phone at this moment.  
(has been talking, have been talking, is talking)
5. The roads are completely wet as it \_\_\_\_\_ since morning.  
(had rained, has rained, has been raining)
6. Some students \_\_\_\_\_ already \_\_\_\_\_ their Tuition fees in time.  
(has...paid, have...paid, have been paying,)
7. When we \_\_\_\_\_ (arrive) at the stadium, the match \_\_\_\_\_.  
(arrive, have begun; arrived, had already begun; arrived, had already begun)

**OR**

**Q.2 (a) Fill in the blanks with suitable Pronoun/s.**

**03**

1. That purse is mine. I opened \_\_\_\_\_ to see if there was any money inside. (it's, it, its)
2. Vishala and Viral decided that \_\_\_\_\_ would go on a trip to Shimla.  
(she, he, they)
3. Mother baked the cookies \_\_\_\_\_. (itself, herself, themselves)

**(b) Do as directed.**

**04**

1. Rahul has been to Dubai just \_\_\_\_\_.  
(Apply a suitable **Adverb** from "**one, once, or ones**" and Rewrite the Sentence.)
2. We will go for sightseeing tomorrow \_\_\_\_\_ it rains. (Apply a suitable **Conjunction** from "**if, otherwise, unless**" and Rewrite the Sentence.)
3. The modest don't boast \_\_\_\_\_ their achievements.  
(Apply a suitable **Preposition** from "**at, of, for**" and Rewrite the Sentence.)
4. Four cats ran into the backyard. (Underline **Adjective/s.**)

**(c) Fill in the blanks using the appropriate form of the verbs given in brackets.**

**07**

1. Ritu \_\_\_\_\_ from Insomnia since October 2023.  
(has suffered, have been suffering, has been suffering)
2. Look! The young ones of langurs \_\_\_\_\_ like boys.  
(is wrestling, has wrestled, are wrestling)
3. Meera \_\_\_\_\_ a job nowadays. (is looking, was looking for, is looking for)
4. He usually \_\_\_\_\_ tea, but today he \_\_\_\_\_ coffee.  
(is taking...is drinking, takes...is drinking, took...drank)
5. I \_\_\_\_\_ never \_\_\_\_\_ such a beautiful beach before I went to Miami.  
(had...saw, has...been seen, had...seen)
6. India \_\_\_\_\_ a developed country by 2047. (was, will become, is)
7. The lights suddenly went off, while we \_\_\_\_\_ carrom yesterday.  
(have played, were playing, are playing)

**Q. 3 (a) Identify the sentence pattern of the sentences given below. (Any Three)**

**03**

1. They / worked / hard.
2. It / was / a very pleasant talk.
3. Many students / witnessed / a Play.
4. Leopard / roars.

**(b) Fill in the blanks with a suitable Modal Auxiliary. (Any Four)**

**04**

1. There are black clouds. It \_\_\_\_\_ rain today. (can, may, should)
2. The children \_\_\_\_\_ obey their parents and teachers. (need, could, should)
3. \_\_\_\_\_ India win the 2027 Cricket World Cup! (can, may)
4. Kartik \_\_\_\_\_ have attended the meeting. (Use **Certainty** indicating Modal Auxiliary)
5. \_\_\_\_\_ you lend me your bike for an hour, please? (Use **Politeness** indicating Modal Auxiliary)

**(c) Fill in the blanks using the appropriate form of the verbs. (Any Seven)**

**07**

1. Time and tide \_\_\_\_\_ for none. (wait/waits)
2. The director and producer of the movie \_\_\_\_\_ present yesterday. (was, were)
3. Rakesh as well as his friends \_\_\_\_\_ invited to the party. (is, are)
4. Neither of the Teams \_\_\_\_\_ performed their best in IPL. (has, have)
5. As the guests ate much of the Ice cream, a little \_\_\_\_\_ left for the kids. (was, were)
6. The problems of today's youth \_\_\_\_\_ many. (is, are)
7. Lots of food \_\_\_\_\_ wasted globally each year. (is, are)
8. Each of the parcels \_\_\_\_\_ 15 kgs. (weigh, weighs)

**OR**

**Q. 3 (a) Identify the sentence pattern of the sentences given below. (Any Three)**

**03**

1. She / sings / a song.
2. They / came / suddenly.
3. People / cried.
4. We / are / Indians.

**(b) Fill in the blanks with a suitable Modal Auxiliary. (Any Four)**

**04**

1. Rakhi \_\_\_\_\_ keep quiet as the students were reading in the next room.  
(has to, have to, had to)
2. \_\_\_\_\_ you lend me a pen, please? (should, will, must)
3. My father \_\_\_\_\_ climb a tall tree when he was young. (can, could)
4. One \_\_\_\_\_ not speak loudly in the hospital. (Use **Prohibition** indicating Modal Auxiliary.)
5. You \_\_\_\_\_ worry about her as she is completely recovered from illness now.  
(Use **Absence of Necessity** indicating Modal Auxiliary)

**(c) Fill in the blanks using the appropriate form of the verbs. (Any Seven)**

**07**

1. Walnut Brownie with hot chocolate sauce \_\_\_\_\_ my favorite dish. (is/are)
2. The poet and the statesman \_\_\_\_\_ arrived. (has/have)
3. Each day and each hour \_\_\_\_\_ us a fresh anxiety. (bring/brings)
4. Either Kartik or Kritika \_\_\_\_\_ eaten all the Wafers. (has/have)
5. Neither you all nor your friend \_\_\_\_\_ to be blamed. (is/are)
6. More than half of the time \_\_\_\_\_ over still he hasn't turned up. (is, are)
7. You as well as I \_\_\_\_\_ responsible for our losses. (am, are)
8. Plenty of shops \_\_\_\_\_ payments by a credit card. (accept, accepts)

**Q. 4 (a) Choose the Correct Option: (Any Three)**

**03**

1. Pari Tibba/Hill of the Fairies was also known as \_\_\_\_\_.  
(a) *Fairy Hill*      (b) *Barren Hill*      (c) *Mussoorie Hill*      (d) *Burnt Hill*
2. Bob and Jimmy were born and brought up in \_\_\_\_\_ city of USA.  
(a) *Chicago*      (b) *Los Vegas*      (c) *New York*      (d) *San Francisco*
3. \_\_\_\_\_ gives his harness bells a shake to ask if there is some mistake.  
(a) *Leopard*      (b) *Forktail*      (c) *Horse*      (d) *Langur*
4. According to the poet, humans should work towards \_\_\_\_\_.  
(a) *Habits*      (b) *Happiness*      (c) *Heaven*      (d) *Perfection*

**(b) Answer the following questions in brief. (20 to 40 Words) (Any Two)**

**04**

1. Comment on the gradual change in the behavior of Birds and Animals towards the Author in the story "*Leopard*".
2. Where did Jimmy and Bob have their last dinner? What did they promise to each other then?
3. Why was Bob under arrest? Why didn't Jimmy himself arrest Bob?

**(c) Write a Brief Note in about 120 words on the following. (Any Two)**

**07**

1. Author's Two Encounters with the Leopard.
2. Central Idea of the Poem "*Stopping by Woods on a Snowy Evening*".
3. Freedom envisioned by Tagore in "*Where the Mind is without Fear*"

OR

**Q. 4 (a) Choose the Correct Option: (Any Three)**

**03**

1. ***"Where the Mind is without Fear"*** is written by the Poet \_\_\_\_\_.  
(a) O. Henry (b) Ruskin Bond (c) Rabindranath Tagore (d) Robert Frost
2. What made Bob realize that the Cop wasn't Jimmy?  
(a) His eyes (b) His hair (c) His nose (d) His jaw
3. ***"Stopping by Woods on a Snowy Evening"*** is written by the Poet \_\_\_\_\_.  
(a) O. Henry (b) Ruskin Bond (c) Rabindranath Tagore (d) Robert Frost
4. Apart from the author, \_\_\_\_\_ was the regular visitor of the stream.  
(a) Leopard (b) Forktail (c) Horse (d) Langur

**(b) Answer the following questions in brief. (20 to 40 Words) (Any Two)**

**04**

1. Comment on the Author's approach to the Birds and Animals in ***"Leopard"***.
2. How does the little horse of the poet react to being stopped by the woods? Why?
3. Explicate Tagore's Vision of India when he says *"Where the world has not been broken up into fragments by narrow domestic walls."*

**(c) Write a Short Note in about 120 words on the following. (Any Two)**

**07**

1. Lessons learnt from the story ***"After Twenty Years"***.
2. ***'India after Independence'*** envisaged by Rabindranath Tagore.
3. The Author's strong efforts to find out the Forktail's nest in ***"Leopard"***.

**Q.5 (a) Choose the Correct Option: (Any Three)**

**03**

1. The language used in business/formal emails should be...  
(a) casual (b) friendly (c) professional (d) complex
2. \_\_\_\_\_ Email is written in response to the Complaints raised by the Clients.  
(a) Adjusting (b) Adjoining (c) Adjourning (d) Adjustment
3. A written letter requesting information on the Product/Material is called..  
(a) Inquiry Letter (b) Reply to Inquiry (c) Order Letter (d) Complaint Letter
4. \_\_\_\_\_ is used to send mass emails without disclosing the email IDs of the recipients.  
(a) To (b) Cc (c) Bcc (d) Enclosure

**(b) Do as directed. (Attempt Any One)**

**04**

1. Elucidate the **7 Cs of Business Communication** in about 120 words.
2. Write a request letter to the Head of your respective Department in your College to sanction your leave for a week.

**(c) Draft the following Business Email: (Any One)**

**07**

- 1 **HYUNDAI MOTORS LTD**, Mumbai, INDIA wants to purchase 20000 futureproof **Lithium-ion Batteries** (Model No. ID89-Z) for its new SUV car **'Hyundai Karrier**

**EV'** to be launched in Asian Market on May 01, 2024. On behalf of Manoj Nalawade, Purchase Manager, HYUNDAI MOTORS LTD. (*[purchase@hyundaimotors.com](mailto:purchase@hyundaimotors.com)*), draft an **Email, inquiring about** these Batteries to Bruce Craig, Sales Manager, ENVISION AESC, Hamburg, GERMANY (*[sales@envision-energy.com](mailto:sales@envision-energy.com)*) and ask for Catalogue and Quotation.

- 2 Place an Order** on behalf of Manoj Nalawade, Purchase Manager, HYUNDAI MOTORS LTD. through an Email (*[purchase@hyundaimotors.com](mailto:purchase@hyundaimotors.com)*) to Bruce Craig, Sales Manager, ENVISION AESC, Hamburg, GERMANY (*[sales@envision-energy.com](mailto:sales@envision-energy.com)*) for 20000 futureproof **Lithium-ion Batteries** (Model No. ID89-Z) for the new SUV car '**Hyundai Karrier EV**' to be launched in Asian Market on May 01, 2024. Make sure to receive the delivery of Batteries on or before February 29, 2024.

**OR**

**Q.5 (a) Choose the Correct Option: (Any Three)**

**03**

1. 'Dear Sir/Madam' or 'Respected Sir/Madam' is called \_\_\_\_\_.  
(a) Salutation (b) Signature (c) Heading (d) Title
2. Signature is placed \_\_\_\_\_.  
(a) Below the complimentary close (b) Above the complimentary close  
(c) Along with complimentary close (d) None of the above
3. A written communication used to raise your concerns with a product, service or to address other types of grievances is called \_\_\_\_\_.  
(a) Inquiry Letter (b) Reply to Inquiry (c) Order Letter (d) Complaint Letter
4. \_\_\_\_\_ refers to any additional documents that you've attached to your letter.  
(a) Salutation (b) Detachment (c) Enclosure (d) Post-script

**(b) Do as directed. (Attempt Any One)**

**04**

1. Explain the **Parts/Format of a Business Letter** in about 120 words.
2. Place an order through Email to **GLOBAL FURNITURE**, Nagpur for Office Furniture for your newly constructed office in SEZ-2, GIDC, Ahmedabad.

**(c) Draft the following Business Letter: (Any One)**

**07**

- 1** Draft a **complaint letter** to **GLOBAL FURNITURE**, Nagpur asking for compensation or replacement as you found some of the pieces of furniture delivered in the damaged condition.
- 2** **GLOBAL FURNITURE**, Nagpur has received a complaint from **PIONEER CONSULTANCY**, SEZ-2, Ahmedabad regarding some of the pieces of furniture delivered in the damaged condition. On behalf of **GLOBAL FURNITURE**, draft a suitable **Adjustment Letter**.