

2112E095

BACHELOR OF VOCATION
Automotive Component Manufacturing
Subject: Communication Skills
Subject Code: ZBSE-101
Semester: Second
December 2021
Theory (External): 35 Marks
Time: 03 Hours

Instructions to the Students

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 1 mark.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 5 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number									

SECTION -A (SHORT/OBJECTIVE TYPE QUESTIONS)

(10x1=10 Marks)

- A. The communication process consists of three steps. In _____, the receiver interprets the message and translates it into meaningful information.
- Encoding
 - Noise
 - Feedback
 - Decoding
- B. All of the following are suggested ways of eliminating or reducing barriers to effective communication EXCEPT:
- Use emotion and colourful words
 - Timing the message
 - Eliminating noise
 - Consistency of message
- C. My cousin works for _____ UK based company.
- A
 - An
 - The
 - No article
- D. Not only he but also his relative _____ come.
- has
 - did
 - have
 - does
- E. What is 'listening well' called?
- Correct listening
 - Active listening
 - Passive listening
 - Discriminative listening
- F. _____ is NOT a barrier to listening.
- Pre-conceived notions

- 201
8. Write short notes on:
- Communication techniques
 - Agenda of the meeting

==END OF THE PAPER==

- Prejudices
 - Judgements
 - Minimizing distractions
- G. _____ is also known as 'the previewing method'.
- Skimming
 - Scanning
 - Speed reading
 - Sub-vocalized
- H. Correcting errors of grammar, punctuation, spelling and language is called:
- Precis writing
 - Editing
 - Proofreading
 - Publishing
- I. In e-mail writing, using of all capitals means _____.
- Highlighting
 - Yelling
 - The information is important
 - The information is urgent
- J. Minutes of the meeting is
- The time of the meeting
 - The duration of the meeting
 - The record of decisions taken in a meeting
 - The celebration held in the company

SECTION -B (ESSAY TYPE QUESTIONS)
(5x5=25 Marks)

1. What is a communication cycle? Illustrate the various communication networks prevalent in an organisation.

2. Do as directed:

- a) Give me _____ honest opinion on this matter. (article)
- b) Neither of the two boys _____ strong enough to face the giant panda. (was/ were)
- c) _____ you mind passing the salt please? (Modal)
- d) She sat _____ Marie. (preposition)
- e) Verdict (give synonym)
- f) Tragic (give antonym)
- g) One who looks at the bright side of things (Give one word substitution)
- h) _____ ation (form word)
- i) Use the word 'hand' as a homonym.
- j) He bought a car for his son. (change the voice)

3. Explain the process of listening. What are the various types of listening?

4. Read the passage carefully and write a precis, giving it a suitable title.

Thousands of people turned to online teaching to complete their education to rise to the high level in their jobs and to take qualifying courses or improve their level of education. It has a positive influence in our society as it helped a lot of people who cannot come to the seat of education. It is highly important to say that learning is no longer confined within the four walls of a classroom. The instructor, armed with a textbook, is no longer the sole source of educational experience. It is also known that information resources are everywhere, often separated from the learner by time and space. Online Education defines the process of connecting learners with these remote resources. No one can deny that learning is a lifelong

pursuit where training and retraining become strategies for both individual and corporate success. It is noted that there are a variety of Online Education solutions for every educational need. It is true that while some people agree that Online Education has come a long way and opened new vistas in the field of education, some researchers are still questioning the value of learning through non-traditional means. Whatever is the case, there are various opinions to consider and they are all true in their own right. This shows that people have different opinions about online education and traditional education. Many people prefer traditional education than online education. However, a good online education solution will often be a combination of technology options, creating a set of learning tools that meet the needs of both the instructor and the learner.

No. of words in the passage: 265

- 5. Write a notice informing the employees about the compulsion of wearing masks and maintaining social distancing in the office. Also direct them to co-operate for regular temperature check-ups.
- 6. Describe the components of a technical report.
- 7. The percentage of expenditure of a company under different heads is as follows.

Heads of Expenditure	Salary	Electricity	Conveyance	Machines
Percentage	45 %	20 %	10 %	25 %

Represent this information on a graph/ chart.