

DiplETE – ET/CS (NEW SCHEME) – Code: DE99 / DC99

Subject: COMMUNICATION SKILLS & TECHNICAL WRITING

Time: 3 Hours

DECEMBER 2010

Max. Marks: 70

NOTE: There are 9 Questions in all.

- **Question 1 is compulsory and carries 20 marks. Answer to Q.1 must be written in the space provided for it in the answer book supplied and nowhere else.**
- **The answer sheet for the Q.1 will be collected by the invigilator after half an hour of the commencement of the examination.**
- **Out of the remaining EIGHT questions answer any FIVE questions. Each question carries 10 marks.**

Q.1 Choose the correct or the best alternative in the following: (2×10)

a. The formal process of communication is also called:

- (A) Horizontal Communication (B) Vertical Communication
(C) Diagonal Communication (D) All of the above

b. The notional concord in a sentence is based on:

- (A) Guess, Estimate (B) Fact
(C) Accuracy (D) None of the above

c. The term Comfort Zone Speed (CZS) refers to the:

- (A) Writing speed (B) Learning speed
(C) Reading speed (D) Listening speed

d. The first and the most important step in the direction of effective speaking is:

- (A) Right Attitude (B) Outline of the speech
(C) Prepared speech (D) All of the above

e. Except radio and television broadcast, most of the human communication is:

- (A) One-way Communication (B) Two-way Communication
(C) Three-way Communication (D) None of the above

f. Minutes of the meeting should be signed by:

- (A) The person who presides over the meeting
(B) The person who attends the meeting
(C) The person who is not the member of the meeting
(D) None of the above

- g. UPS are used in computers for:
- (A) Uninterrupted operation (B) Fast speed
(C) Low power consumption (D) Virus detection
- h. Business letters in India are normally written in:
- (A) Block style (B) Indented style
(C) Complete block style (D) Semi block style
- i. The preface to a book is written by:
- (A) Managing Director (B) The author
(C) Other than the author (D) None of the above
- j. The antonym of ever is:
- (A) Always (B) Never
(C) Once (D) Not ever

**Answer any FIVE questions out of the following EIGHT questions.
Each question carries 10 marks.**

- Q.2** a. Describe the various barriers to Communication by giving examples. (5)
b. "Poise is an important discussion skill". Explain (5)
- Q.3** a. What are the differences between a circular and a notice? What are the advantages of a memo over a letter? (6)
b. List briefly the advantages and disadvantages of: (4)
(i) Telegrams
(ii) E-mails
- Q.4** a. What is the significance of Communication in Business Organization? (5)
b. Throw light on the structure of a detailed report. (5)
- Q.5** a. Frame a press report on the lack of civil amenities in your locality. (6)
b. Discuss the structure of a business letter. (4)
- Q.6** a. Fill in the blanks with the appropriate word: (1×5)
(i) I to finish the work by tomorrow. (wish / hope)
(ii) We went round the colony to for votes. (canvas / canvass)
(iii) The inspector ... the minister of the situation. (appraise/ apprise)
(iv) The student was ... for his bad behaviour. (censored/ censured)

(v) Donating blood is a act (human/ humane)

- b. Make sentences with the following: (1 × 5)
- (i) come about
 - (ii) cut down
 - (iii) string on the fence
 - (iv) where the shoe pinches
 - (v) take one to task

Q.7 a. TCS has invited applications for the post of Senior Manager through an advertisement in a newspaper. You wish to apply for this post. Frame an application letter and personal resume' for the same. (8)

b. What is Communication? (2)

- Q.8** a. Give one-word substitutes for the following: (1×6)
- (i) One who looks at bright side of things.
 - (ii) One who cannot read and write.
 - (iii) Occurring after death.
 - (iv) A work whose writer is unknown.
 - (v) Speaking aloud to oneself.
 - (vi) The art of beautiful hand writing.

- b. Mark intonation in the following: (1×4)
- (i) Many Happy Returns!
 - (ii) When is the wedding?
 - (iii) Can I meet you today?
 - (iv) We lost the match.

Q.9 a. What is the role of body language in an interview? (6)

- b. Give antonyms of: (4)
- (i) Depression.
 - (ii) Diminish.
 - (iii) Obese.
 - (iv) Civilized.