

Code: AC02 / AT02
Time: 3 Hours

Subject: COMMUNICATION AND TECHNICAL WRITING
Max. Marks: 100

JUNE 2011

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 45 Minutes of the commencement of the examination.
- Out of the remaining EIGHT Questions answer any FIVE Questions. Each question carries 16 marks.
- Any required data not explicitly given, may be suitably assumed and stated.

Q.1 Choose the correct or the best alternative in the following and indicate (A,B,C or D) in the space provided for it in the answer book. (2×10)

a. Communication among members working at the same level is known as _____ communication

- (A) diagonal (B) downward
(C) upward (D) lateral

b. During an interaction, if the speaker avoids making eye contact, it indicates that speaker is _____.

- (A) confident (B) unsure/nervous
(C) respectful (D) disrespectful

c. A limp handshake indicates that the individual is _____.

- (A) of a weak nature (B) of dominant nature
(C) of informal nature (D) a politician

d. Passive listening is the physical presence but _____ absence of the listener.

- (A) physical (B) mental
(C) voluntary (D) none of these

e. The path followed by the communication process begins and ends on the _____.

- (A) receiver (B) medium
(C) sender (D) both the receiver and the sender.

f. Communication is a _____ process.

- (A) dynamic (B) static
(C) random (D) involuntary

g. Let me congratulate you _____ your son's marriage.

- (A) for (B) on
(C) at (D) as

h. Always _____ your duty and try to _____ the best of a bad job.

- (A) make, do (B) do, make
(C) doing, making (D) do, do

i. He has no _____.

- (A) issue (B) issues
(C) issued (D) issued

j. She _____ her father's murder.

- (A) revenged (B) took revenge
(C) took avenge (D) avenged

**Answer any FIVE questions out of the following EIGHT questions.
Each question carries 16 marks.**

Q.2 a. What are the merits and demerits of oral communication? (8)

b. Explain the process of listening. (8)

Q.3 a. Convert the following: (2)
(i) He has passed the examination (Convert into Interrogative) (2)
(ii) He has told us, "I am coming". (Convert into Indirect) (2)
(iii) He left no plan untried (Convert into Affirmative) (2)
(iv) It is very much surprising (Convert into correct form) (2)

b. Convert into one word substitution:

- (i) A book or paper written by hand (2)
(ii) A word no longer in use (2)
(iii) Government which honours all religions (2)
(iv) Killing oneself (2)

Q.4 a. Explain the full form of these abbreviations: (2×4)
(i) CCTV
(ii) IBM
(iii) MODEM
(iv) IETE

b. Explain the problem of Moulding the audience to the speaker's objective and the points to be kept in mind for persuading an audience. (8)

- Q.5** a. What is Interview? Also explain the Psychometric test.
b. What are the elements of Business correspondence?
- Q.6** a. What are the main parts of a business letter? Also prepare the format of a business letter. (8)
b. (i) What is Memorandum (Memo)?
(ii) What is Hanging-Indented style in business letter? (8)
- Q.7** a. Write a Fax of complaint for the non-delivery of goods. (8)
b. What is Formal Communication? (8)
- Q.8** a. Explain different strategies for building vocabulary. (8)
b. What are Antonyms? How can Antonyms be formed? (8)
- Q.9** a. What are the objectives of business letters? (8)
b. Explain the process of communication. (8)