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Total Number of Pages: 02

B.TECH
PEC1E101

1st Semester Regular Examination 2016-17
ENGLISH COMMUNICATION SKILL

BRANCH(S): ALL

Time: 3 Hours

Max Marks: 100

Q.CODE: Y809

Answer Part-A which is compulsory and any four from Part-B.
The figures in the right hand margin indicate marks.

Part – A (Answer all the questions)

Q1 Answer the following questions: *multiple type or dash fill up type* (2 x 10)

- a) The number of monophthongs present in IPA is _____.
- b) The number of syllables present in the word correspondent is _____.
- c) Information overload is _____. (unrequired information/information useful /too much information/incorrect information)
- d) Reports never record events and happenings. (True/False)
- e) Communication is the _____ transfer of meaning. (unintentional / deliberate / strategic /collaborative)
- f) Notices, memos and circulars are used in the business organization for _____. (i)Inter-organizational purposes (ii) Intra-organizational (iii) both (iv) none of these.
- g) Looking straight into the eyes while in communication means _____. (fear/confidence/lie/none of these)
- h) Language is used as a code in communication. (True/False)
- i) A tailor made resume' is a combination of _____ & _____ resume'.
- j) In the process of communication body language has _____ role. (Cultural/contextual/behavioral/all the three/none of the above)

Q2 Answer the following questions: *Short answer type* (2 x 10)

- a) What do you understand by mother tongue influence?
- b) What do you understand by a syllable? Give example.
- c) Write a memo to the staff of your department to assemble for a meeting in the weekend.
- d) Give an example of open-ended question asked in an interview?
- e) Who is a laissez-faire leader?
- f) What do you understand by terms of reference in a report?
- g) What is the most suitable method to develop a rapport with the audience while giving a presentation?
- h) What do you understand by interpersonal skills?
- i) What is the difference between new information and old information?
- j) Give two examples of problem sounds.

Part – B (Answer any four questions)

- Q3 a)** Differentiate between verbal and non-verbal communication. Discuss the relevance of non-verbal communication in any type of communication. **(10)**
- b)** What do you understand by an interview file? Elucidate. **(5)**
- Q4 a)** What is the key to a successful business presentation? Discuss your answer in the context of present day business environment. **(10)**
- b)** What do you understand by Contrastive stress? Explain with examples. **(5)**
- Q5 a)** Write a complaint letter to the manager of a software company informing him the defects in the new software installed in your organization by that company. **(10)**
- b)** What do you understand by acculturation? Give examples. **(5)**
- Q6 a)** What do you understand by body language? How does body language help in enhancing a professional's career? Discuss with example. **(10)**
- b)** Explain the salient features of soft skills. What is the role of Soft Skills in a professional's life? **(5)**
- Q7 a)** Explain the role of phonetics in communication. Write down five vowel sounds and five consonant sounds with examples. **(10)**
- b)** What is the role of feedback in communication? Explain with examples. **(5)**
- Q8 a)** Discuss the usage of falling tone and rising tone in the process of communication. **(10)**
- b)** Phonetically transcribe the following words: Contrast, Example, Shunt, Forward, and Tourist. **(5)**
- Q9 a)** Prepare a Business Proposal for your organization to set-up a new office in Bhubaneswar as part of the extension plan of your company. **(10)**
- b)** Write a notice informing all the employees about the new office timing that is going to be implemented from 1st of Jan, 2017. **(5)**