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Total Number of Pages : 2

AR-18

B.TECH

1st Semester (BACK PAPER) Examination-Nov/Dec 2019

BBSHS1060 COMMUNICATIVE ENGLISH AND SOFT SKILLS

Time : 3 Hours

Maximum : 100 Marks

Answer ALL Questions

The figures in the right hand margin indicate marks.

PART – A: (Multiple Choice Questions) 10 x 2=20 MarkQ.1. Answer ALL Questions

- a Feedback in communication is-----
a. Process b. Channel c. Noise d. context.
- b Meaning of advice is-----
a.Recommendation b. to recommend, c. to receive, d. acceptance.
- c Write the disadvantage of informal communication
a.Permanent record b. easy communication system c. lack of secrecy d. none.
- d Diagonal communication means-----
a.Straight forward b. flows in all direction c. lateral d. same level.
- e I have not met him----- a long time
a.In, b. on, c. for, d. since.
- f Hens and fowls are kept in a ____.
a. Shed b. Pens c. Confine d. Coop
- g Professional communication refers to-----
a.Formal b. general content, c. unofficial, d. general vocabulary.
- h Speech is ----- and writing is secondary
a.Usual b. primary, c. unusual, d. open.
- i Leadership today is increasingly associated with the concept of-----
a.Strategy b. control c. getting others to follow d. command.
- j Emotional intelligence refers to---
a.Control one's emotion b. to give away emotion c. too emotional d.none

PART – B: (Short Answer Questions) 10X2=20 MarksQ.2. Answer ALL questions

- a Differentiate general communication and professional communication with example.
- b What is diagonal in the process of communication?
- c Write down the merits of written communication.
- d Define formal and informal communication with example.
- e Define courtesy with example.
- f Define horizontal communication with an example
- g Why is Business Etiquette Important?
- h Write five qualities of good leader?
- i Write down the characteristics of Emotional Intelligence.
- j Write a short note of building a positive attitude.

PART – C: (Long Answer Questions) 4X15=60 MarksAnswer ALL questions

- Q.3
- a Explain the different types of communication with examples 7
 - b Differentiate between General and Professional communication 8
- OR
- c State the difference between Intrapersonal and Interpersonal communication 7
 - d State the difference between written and spoken communication 8
- Q.4
- a Write the antonym of the given words below 7



- a. Accept
- b. Gentle
- c. Meagre
- d. paltry
- e. timid

- b Write the synonym of the given words 8
a. Doubt b.Clean c.Untied d.Pessimistic e.Approve

OR

- c Find one word substitutes for the following 7
a. one who is unmarried.
b. One who does not make mistakes.
c. One who believes in fate.
d. A life history written by someone else.
e. To write under a different name.
- d Correct the following sentences 8
a. The humanity is in danger.
b. They are an engineer.
c. Myself went to the office.
d. I am quite sorry
e. Columbus invented India.

- Q.5
a Explain the different directions of communication 7
b Differentiate between downward and upward communication 8

OR

- c Write the difference between internet and intranet? 7
d Explain the role of internet in day to day life 8

- Q.6
a . Explain the techniques that are used in Lateral thinking. 7
b What is Teamsmanship? Explain the different qualities of team player 8

OR

- c Are we hardwired to success? If yes how 7
d Define lateral thinking and some useful of lateral thinking techniques 8

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