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**GIET UNIVERSITY, GUNUPUR – 765022**  
**B. Tech (First Semester) Examinations, April – 2021**  
**BHSBS1050 – COMMUNICATIVE ENGLISH AND SOFT SKILLS**  
**(Common to All Branches )**

Time: 3 hrs

Maximum: 70 Marks

**Answer ALL Questions****The figures in the right hand margin indicate marks.****PART – A: (Multiple Choice Questions)****(1 x 10 = 10 Marks)****Q.1. Answer ALL questions**

	[CO#]	[PO#]
a. What do you understand by information overload?	3	10
(i) unrequired information		
(ii) information useful		
(iii) too much information		
(iv) incorrect information		
b. The form in which information is sent from the sender to the receiver is known as	1	10
(i) Context		
(ii) Message		
(iii) Feedback		
(iv) Signal		
c. If you don't read, you will fail in the exams. Identify the conditional clause given in the sentence.	2	10
(i) Zero		
(ii) First		
(iii) Second		
(iv) Third		
d. I'm afraid we've _____ of mango. Will water melon do?	2	10
(i) fizzled out		
(ii) run out		
(iii) gone out		
(iv) broke out		
e. The word communication comes from a Greek word _____.	1	10
(i)akinesia		
(ii)eidetic		
(iii)communis		
(iv)byssus		
f. How much verbal communication contribute in the process of communication?	1	10
(i) 80%		
(ii) 20%		
(iii) 7%		
(iv) 100%		
g. The communication that takes place between peers in an organization is known as _____ communication.	3	10
(i) Parallel		
(ii) seminal		
(iii) horizontal		
(iv) vertical		
h. Looking down reflects _____.	4	10
(i) Fear		
(ii) Under confidence		
(iii) Respect		
(iv) All the above		
i. Body language in the process of communication has _____ role.	1	10
(i) Cultural		
(ii) behavioral		
(iii) contextual		
(v) all the three		
j. If we _____ late, they will be angry.	2	10
(i) will be		
(ii) are		
(iii) have been		
(iv) might be		

**PART – B: (Short Answer Questions)****(2 x 10 = 20 Marks)**Q.2. Answer ALL questions

[CO#] [PO#]

- |  |   |    |
|--|---|----|
| a. Explain downward communication with example.  | 1 | 10 |
| b. Explain non-verbal communication with an example.   | 3 | 10 |
| c. Give an example of cross-cultural situation in our day to-day life. Explain why you think that particular situation to be cross-cultural. | 4 | 10 |
| d. Give two C's of effective communication   | 3 | 10 |
| e. Sun rises in the east. Change the voice.  | 2 | 10 |
| f. What are the do's in a Group Discussion?  | 4 | 10 |
| g. Construct a meaningful sentence from the given word: <b>mudslinging</b>   | 2 | 10 |
| h. Give an example of close ended question asked in an interview.  | 4 | 10 |
| i. How a presenter can build rapport with the audience?  | 1 | 10 |
| j. "Please burn this file." What are the elements of Business communication present in the sentence.   | 3 | 10 |

**PART – C: (Long Answer Questions)****(10 x 4 = 40 Marks)**Answer ALL questions

Marks [CO#] [PO#]

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|---|---|---|----|
| 3. a. Explain the advantages and drawbacks of written communication.  | 5 | 1 | 10 |
| b. Informal communication in a formal setup leads to grapevine communication. Justify.  | 5 | 1 | 10 |
| (OR)  |   |   |    |
| c. Explain the limitations and merits of oral communication.  | 5 | 1 | 10 |
| d. What are the different channels of communication?  | 5 | 1 | 10 |
| 4. a. English is a language of globalization. Explain the role of English in modern world.  | 5 | 2 | 10 |
| b. Define 7C's of communication.  | 5 | 2 | 10 |
| (OR)  |   |   |    |
| c. What is the role of topic sentence in a paragraph?   | 5 | 2 | 10 |
| d. Name the different stages of team building.  | 5 | 3 | 10 |
| 5. a. Communication through English has a greater role in our day-to-day life. Discuss some of the fields where it has a direct application and utility. Justify with examples. | 5 | 3 | 10 |
| b. Write a short note on Kinesics.  | 5 | 3 | 10 |
| (OR)  |   |   |    |
| c. Write the antonyms of the following words<br><b>Guilty, Knowledge, Unique, Modern</b>  | 5 | 4 | 10 |
| d. Write down the communication challenges faced by organizations and how to overcome these challenges.   | 5 | 4 | 10 |
| 6. a. What are conditional sentences? Explain with the help of examples.  | 5 | 2 | 10 |
| b. Make meaningful sentences of your own by using the following phrasal verbs:<br><b>Checked into, Depend on, Come back, Blow up, Break down</b>                                | 5 | 2 | 10 |
| (OR)  |   |   |    |
| c. What do you mean by stereotyping? How is it related to Ethno-centrism?   | 5 | 3 | 10 |
| d. Explain the salient features of soft skills. What is the role of Soft Skills in a professional's life?   | 5 | 3 | 10 |

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