

(OLD COURSE)

QP Code : 3135

Marks-75

Time-2Hrs.

Note: 1) Question no.1 is compulsory.

2) Attempt any four questions from the remaining six questions.

3) Figures on the right-hand side indicate marks.

Q 1 a) Identify the message signaled by the following non-verbal clues- [2]

- i) Drooping shoulders
- ii) Clinched fist

Q1 b) Explain the following terms with reference to communication barrier- [5]

- i) Closed mind
- ii) Halo & horn effect

Q 1 c) List any four guidelines for effective reading. [2]

Q 1 d) Draw the diagrammatic representation of a letter in 'Modified-block format' indicating the compulsory part. [4]

Q 1 e) Define 'Process of electroplating'. [1]

Q 1 f) Which headings do you include when you frame the special instructions? [1]

Q 2 a) Identify the Sender Receiver, Medium and Feedback in the following situation. [2]

A passenger fills an application form for reservation of seats for his journey and submits to the reservation clerk. The clerk informs him that the reservation is confirmed.

Q 2 b) Differentiate between the following – [5]

- i) Encoding and Decoding
- ii) Oral and Written communication.

Q 2 c) As the personnel manager of a large firm at Belapur in Navi Mumbai, you wish to arrange a dinner party on the eve of 31 December, for all the workers. Write to a firm of caterer asking them details of menu, charges, service etc. provide the details of number of guests and other necessary details.

(Use Modified block format) [8]

RJ-Con. 8272-15.

[TURN OVER

Q 3 a) Explain the following term with the reference to communication barrier. [4]

- i) Snap reactions
- ii) Defensiveness

Q 3 b) Give three reasons to explain why 'Internal communication' is essential for the smooth functioning of an organization. [3]

Q 3 c) You purchased an expensive shirt manufactured by a reputed company from a retail shop. After one year the color faded and material shrunk. The retailer has asked you to write to the manufacturer complaining about the same and asking for replacement within 15 days.

(Use Semi-block format) [8]

Q 4 a) Draw a neatly labeled diagram of the process of communication [3]

Q 4 b) Match the following body signals with their meanings. [3]

A	B
i) Yawing	Puzzled
ii) Raising an eyebrow	Nervous
iii) Rubbing the nose	Bored

Q 4 c) Briefly describe the process of welding by using the points-

Definition, Material required, Working. [5]

Q 4 d) Arrange the following instruction on filing a piece of metal as per the sequence. [4]

Follow these instructions while filing a piece of metal.

- i) Keep the left foot forward beneath the vice.
- ii) Hold the handle with the right hand and the point of file with the left hand, because the right hand exerts the force required for the cut where as the left hand guides the cut.
- iii) Apply force on the file only on the forward stroke because forward stroke is the cutting stroke.
- iv) Hold the job in a vice at such a height that the top of job is at level with your elbow.

Q 5 a) Provide real life situation for the following objectives of communication. [3]

- i) Information.
- ii) Raising moral.
- iii) Warning

Q 5 b) Fill in the blanks. [3]

- i) _____ communication takes place from higher authority to the lower authority.
 ii) _____ communication uses word in their spoken form.
 iii) _____ communication is the natural accompaniment of verbal method of communication.

Q 5 c) Write a brief note on 'clarity' and 'conciseness' as the basic principles of correspondence. [6]

Q 5 d) Identify the following Hazard Notation – [3]

- i) Do not put your hand into the spin tub until the spinner has completely stopped.
 ii) Do not operate reflector type projectors with the head closed.
 iii) High lamp is recommended for LCD projection panels, low lamp is recommended for normal use and will extend lamp life.

Q 6 a) Devise positive feedback for the following communication situations. [2]

- i) An employee submits an application for leave to the manager.
 ii) An artist presents outstanding performance on the stage.

Q 6 b) write brief note on the following in 5-6 sentences - [6]

- i) SQ3R Method.
 ii) Blocks to effective listening.

Q 6 c) Match the following. [2]

A

B

- | | |
|----------------------|----------------------|
| i) CC to | Complimentary close |
| ii) Bio-data | Identification Line |
| iii) ABC/gf | Enclosure |
| iv) Yours faithfully | Carbon copy notation |

Q 6 d) Match the following [5]

A

B

- | | |
|-----------------|-------------|
| i) Tool | Photocopier |
| ii) Appliance | Ammeter |
| iii) Instrument | Beaker |
| iv) Machine | Hammer |

v) Apparatus

Microwave oven

Q 7 a) Read the following passage carefully and answer the questions below-

One warm summer afternoon my friends and I strolled languidly across the College campus on our way to the dining hall. We had successfully completed the trials and tribulations of freshman orientation and considered ourselves to be matured students. Confidently opening of the canteen door we stepped inside and stared at the huge room in horror; we had no idea how to get to the food line. Immediately we scuttled back to the door and huddled together, frantically trying to decide our next move. A friendly senior girl behind us, seeing our dire situation started to guide us to the food line. We were almost there when an entire table of boys who had watched the scene with amusement stood up clapping and yelled "yes freshmen!" This made us realize that we weren't the mature college students we thought we were ...yet.

A semester had passed since that embarrassing day at orientation, and I feel like I have made the transition from adolescent to adult. It wasn't easy though. Going to class wasn't an ordeal for me because I had to walk through the sea of unfamiliar faces. I remember asking directions without a second thought I sat in a wrong class for ten days before the teacher told me that I wasn't on his rolls. Eventually I learnt my way around the campus.

Towards the middle of the semester; some new 'college' words entered my vocabulary. One such word was 'semesters'. I had never used this word in high school and it sounded so grown up and important that I incorporated it into almost any conversation. I specially used it a lot at home with my little sister. Soon, everyone knew I was busy with all my semesters. 'Arrears' was another term everyone started using towards the end of the semester. Luckily another ignorant freshman asked the teacher for the meaning, and I learnt that it meant 'subject not cleared in the first attempt'. When I learnt this, the thought of taking an exam that covered twenty chapters terrified me, and all forms of socializing quickly ended while I studied for my dreaded exams.

However I must say I am much more matured than I was the first time I walked into this College. I now walk confidently to my classes recognizing several faces in the sea of student and wave and say "Hi!" just like everyone else. I know all about first

year practicals and exactly how good the canteen food tastes! Perhaps the best feelings of all, however is knowing that next year a new group of fresher will be wondering around the campus and as a sophomore I'll be the one giving them the direction and they are really scared and lost, I will probably give them right directions!

- i) What is the reaction of the student in the canteen? [1]
- ii) Class room situations led to embarrassment for the writer because
a) b) [2]
- iii) College teaches new terms to the student in the canteen.
Illustrate the experience of the student towards maturity as mentioned in the passage. [2]
- iv) Provide synonyms for the following-
Ignorant , Scared [1]
- v) Provide Antonyms for the following-
Confident , huge [1]
- vi) Provide meanings of the following words-
Frantically , Huddled [1]

Q 7 b) Summarize the above passage in your own words and provide a suitable title. [7]
