

# **AIKTC Pharmacy first year - Communication skills 2015**

## **Question Bank**

### **Q.1) Do as directed**

#### **1) Pick out the verb and state whether Transitive /Intransitive in the following.**

- Some ants fight fiercely.
- The explosion sank the ship.
- He spoke the truth.
- He spoke loudly.
- Boil the water.

#### **2) Use conditionals and rewrite the sentences.**

- I can't speak Spanish. I won't get the job
- It will not snow. We will not go skiing
- He didn't have money. He didn't buy the house
- We will miss the plane. We must set off early.
- Give him a present. He'll be surprised.

#### **3) Write the following in passive voice.**

- A postman delivered this parcel.
- The firm uses white bricks to build the hall.
- They were cooking the dinner at 7 o'clock.
- Mr. Black will inform Derek.
- They are knocking down the old school.

#### **4) Change the tense as asked in Bracket.**

- Leo built a model rocket.( present and future)
- Sam will paint the house.(present and past)
- Larry planted a tree.(present and future)
- Mary is making a mosaic.(past and future)
- I go to the market.(past and future)

#### **5) Change the following to reported / Indirect speech.**

- 'I want to show you my new car', he said.
- He said, 'I will open the window'.

- 'I'm going to bed', he said.
- 'Go away!', he said to me.
- 'Where is my hat?', he asked me.

**6) Rewrite the sentences using the correct form of verb.**

- Marie was concerned because she did not know where Harold and Maude (was, were) hiding
- While Shirley slept late, both alarm clocks in the bedroom (was, were) on mute.
- The flock of birds (was, were) flying south for the winter.
- Anyone who ate the oysters (was, were) asked to visit the infirmary.
- A prince and a pauper (was, were) standing next to each other on the bridge.

**7) Choose the correct adverb/adjective and rewrite the sentences.**

- He (correct, correctly) defined the terms. The answer sounded (correctly, correct).
- She (quickly, quick) adjusted the fees. She adapted (quick, quickly) to any situation.
- He measured the floor (exact, exactly). They proved to be (perfectly, perfect) (exact, exactly) measurements.
- The stillness of the tomb was (awfully, awful). The tomb was (awfully, awful) still.
- It was a (dangerously, dangerous) lake to swim in. The man was (dangerous, dangerously) drunk. The gas smelled (dangerously, dangerous).

**8) Punctuate the following sentences.**

- my sister is called susan she was born in may
- when is fred going to play baseball
- i live in john street in norwich england
- we went to new york to do some shopping
- friday is my favourite day of the week

**9) Correct the following sentences.**

- Their going downtown.
- We flown over the mountains.
- he make a sandwich right now
- The party start before the show over.
- What time do the wedding starts

**10) Change the following.**

- It is a very nice bird.( make it interrogative)
- We loved him very warmly.(make it exclamatory)
- Ohhh! What a hot day!(make it declarative)
- India is a very peaceful country.(Make it exclamatory)
- He works very diligently.(make it interrogative)

**Q.2 ) A. Fill in appropriate prepositions .**

- We are very excited \_\_\_\_\_ our trip to Spain next week.
- I am very fond \_\_\_\_\_ drinking green tea.
- Almost all politicians were involved \_\_\_\_\_ the scandal.
- I am looking forward \_\_\_\_\_ having a meeting with you next week.
- At the moment, she is recovering \_\_\_\_\_ her injuries.

**Q.2 ) B. Fill in appropriate conjunctions.**

- I normally like to run, \_\_\_ today I am walking.
- I am smarter than my brother, \_\_\_ he still got a higher grade on the test.
- He is always crying, \_\_\_ he is very sad.
- It doesn't matter whether they get the job \_\_\_ not.
- We played very well \_\_\_\_\_ we still lost the game.

**Q.2) C. Attempt the following.**

- Give antonym of the words: abundant, blame, humble, fresh, intentional, dusk, leader, mature, neat, optimist.
- Give synonym of the words: Answer, begin, crooked, decide, explain, great, hide, show, true, use.
- Give examples of homophone.
- Give an examples of homonym with explanation of their meanings.
- Give examples of compound words

### Q.3) Define the following.

- **Cover letter** : A cover letter is a document sent with your resume to provide additional information on your skills and experience. Employers use cover letters as a way to screen applicants for available jobs and to determine which candidates they would like to interview.
- **Oral communication-** Oral communication implies communication through mouth. It includes individuals conversing with each other, be it direct conversation or telephonic conversation. Speeches, presentations, discussions are all forms of oral communication. Face to face communication (meetings, lectures, conferences, interviews, etc.) is significant so as to build a rapport and trust.
- **Stress** :- Stress is the relative emphasis that may be given to certain **syllables** in a word, or to certain words in a phrase or sentence. Stress is typically signaled by such properties as increased **loudness** and **vowel length**, full articulation of the vowel, and changes in **pitch**
- **pitch** :-Pitch, in speech, the relative highness or lowness of a **tone** as perceived by the ear, which depends on the number of vibrations per second produced by the vocal cords.
- **syllables** :- A syllable is a unit of organization for a sequence of **speech** sounds.Syllables are often considered the **phonological** "building blocks" of **words**. They can influence the rhythm of a **language**, its **prosody**, its **poetic** meter and its **stress** patterns.
- **Presentation Skills:** Presentation skills are the skills you need in delivering effective and engaging presentations to a variety of audiences. These skills cover a variety of areas such as the structure of your presentation, the design of your slides, the tone of your voice and the body language you convey. OR Presentation Skills are a live mode of sharing information with a select audience. It is a form of oral communication in which a person shares factual information with a select audience.
- **Gesture** : Gestures are movements of hands and other body parts to convey a meaning. Many people make use of their hands and other body parts to explain their words and sentences. For example, moving your hands whether trying to say bye or hello are gestures that are universal in nature and you instantly know that you are being greeted by the person.
- **Posture** :- Posture is a word that is used to refer to the way a person sits or stands. The posture of a human being can be an important part of the way he communicates with his body. The posture of a person mostly conveys his attitude and whether he is alert while talking with others or not.
- **Soft skills** - Soft skills are personal attributes that describe an individual's ability to interact with others. Soft skills, also known as people skills, complement hard skills to enhance an individual's relationships, job performance and career prospects.

- **Mock interview** - Mock interview is a specimen of actual interview and is the best way for preparing for an actual interview. It gives us an idea how an actual interview is conducted. Main purpose of mock interview is to prepare one for the actual interview.
- **Phonetics** :- The branch of linguistics that deals with the **sounds** of speech and their production, combination, description, and representation by written symbols. The system of sounds of a particular language.
- **Phonology** :- Phonology is a branch of **linguistics** concerned with the systematic organization of **sounds** in languages. It has traditionally focused largely on the study of the **systems** of **phonemes** i
- **Formal letter** :- Any communication that is considered to be official enough to be explicitly written or typed in a letter can be called a formal letter. The term formal letter can be used to entail any written letter for a formal purpose, like a recommendation letter, an invitation, a complaint letter and so on.
- **Informal letter** :- Informal writing is when you are writing to someone you know personally or when you are writing subjectively to express your own private feelings and thoughts.
- **Resume** :- Resume is a brief written account of personal, educational, and professional qualifications and experience, as that prepared by an applicant for a job.

**Q.4) Write short notes on the following.**

- ❖ **Stethoscope**
- ❖ **Blood test**
- ❖ **Sphygmomanometer**

❖ **7cs' of communication.**

**Ans. 1. Clear    2. Concise    3. Concrete.    4. Correct.    5. Coherent.    6. Complete.    7. Courteous.**

**1. Clear :** When writing or speaking to someone, one should be clear about message, the purpose in communicating with the person. To be clear, one should minimize the number of ideas in each sentence.

**2. Concise :** Concise in the communication, is to stick to the point and keep it brief. The audience doesn't want to read six sentences when it could communicate message in three. Filler words like "for instance," "you see," "definitely," "kind of," "literally," "basically," or "I mean." can be eliminated.

3. **Concrete** : When the message is concrete, then the audience has a clear picture of what the message is telling them. There are details (but not too many!) and vivid facts, and there's laser like focus. Message is solid.
4. **Correct** : When the communication is correct, it fits to the audience level of education and knowledge. And correct communication is also error-free communication, in terms of grammar and spelling.
5. **Coherent** : When communication is coherent, it's logical. All points are connected and relevant to the main topic, and the tone and flow of the text is consistent.
6. **Complete** : In a complete message, the audience has everything they need to be informed and, includes all relevant information – contact names, dates, times, locations, and so on.
7. **Courteous** : Courteous communication is friendly, open, and honest. There are no hidden insults or passive aggressive tones. It keeps the reader's viewpoint in mind, and is empathetic to their needs.

### ❖ **Presentation skills**

**Ans** . Presentation skills are not inborn and everyone can easily develop their skills to become a good speaker. Everybody should acquire a few essential skills to get the attention of your listeners. It starts with preparation for presentation. · Create a strong impression with voice tone and volume. The clothing, the appearance influences the audience initially. Presentation skills can be modified by voice tone in the course of presentation. Utilise the stage fully and have eye contact with all listeners. The body language and the gestures are nonverbal way of exhibiting your presentation skills. The flow of your presentation should be coherent and logical. Adding a dash of entertainment is a presentation skill that requires intelligence. Everyone likes stories and adding it can let the audience travel in presenters road. The basic aspect of good presentation is talking in a clear voice. A person is said to have good presentation skills if his voice is audible and sounds confident. Body language

### ❖ **Do's and don'ts of email**

**The Do's of email**

- **DO** include a heading in the subject line. With the number of emails and viruses that populate inboxes, realize the significance of the subject line. A subject header is essential if you want someone to read your message.
- **DO** Make the subject line meaningful. A “Hi” or “Hello” won’t do. The recipient decides in which order to read your message- or whether to read it all- based on who sent it and what it’s about.
- **DO** Personalize your message to the recipient. Although email is informal, it still requires a personal greeting, such as, “Dear Ms. Jones,” or “Hi, Jack.” Failure to include a greeting can make your message seem cold.
- **DO** Account for tone. When you communicate in person, more than 90% of your message is nonverbal. Email has no tell-tale body language! The reader cannot see your face or hear the tone of your voice, so choose your words carefully and thoughtfully. Think about how your words will come across in cyberspace.
- **DO** Look at your email address and determine how it represents you. Names such as “looselips” don’t sound professional. Students sometimes embarrass themselves by communicating with an employer using an inappropriate address.
- **DO** Include your name or a signature with additional details and contact information. The recipient may want to communicate by means other than email.

### **The Don’ts of email**

**DON’T** forget to check for spelling and grammar. If you think this form of communication does not have to be letter perfect, think again! It represents you. Poorly written messages may indicate a poor calibre of work in other ways. Use proper capitalization, punctuation and usage, and always check your spelling.

**DON’T** write the great American novel. Email is intended to be a brief communication. Keep the message short and concise. Use only a few, brief paragraphs.

**DON’T** forward email without permission. Why take responsibility for passing along something that was addressed only to you? Often, confidential information becomes global because of someone’s lack of judgment. Unless you were asked to forward something, don’t do so without permission!

**DON’T** “reply to all” unless you are sending a response appropriate for group viewing.

**DON’T** fill in the “TO” line until you’ve written and proofed/edited your message. Is the information accurate? Grammatically correct? In an appropriate tone? If you enter the “TO” information first, a slip of the finger can send a message before its time!

**DON'T** think that no one but the intended recipient will see your email. After a message leaves your mailbox, you have no idea where it may go. Don't use the Internet to send anything that you wouldn't want to see in public or hear about at the office water cooler.

**DON'T** use capital letters in email body, non-standard abbreviations, slangs, emoticons, etc.

### ❖ **Principals of oral communication.**

The principles of oral communication are discussed below:

- 1. Clear pronunciation:** Clear pronunciation of message sender in the main factor of oral communication. If it is not clear, the goal of the message may not be achieved.
- 2. Preparation:** Before communicating orally the speaker should take preparation both physically and mentally.
- 3. Unity and integration:** The unity and integration of the speech of the message sender is a must for successful oral communication.
- 4. Precision:** Precision is needed to make oral communication effective. The meaning of the words must be specific.
- 5. Natural voice:** The speaker's voice must not be fluctuated at the time of oral communication. On the other hand artificial voice must be avoided.
- 6. Planning:** Organized plan is a must for effective oral communication. The speaker should take proper plan for delivering speech.

### ❖ **Features of group discussion**

**Ans:** Group Discussion is a modern method of assessing students' personality.



1. Group Discussion, as the name itself indicates, is a group activity carried out by participating individuals. It is an exchange of ideas among the individuals of a group on a specific topic.
- 2 It is used as reliable, testing device - mainly as a tool to assess all the candidates in a group at one go -in order to select the best in comparative perspective.
3. Group Discussion is an informal discussion in which participants of the same educational standard discuss a topic of current interest.
4. It is also known as leaderless discussion. It means its aim is to find out the natural leadership level of the candidates. Strictly speaking, no one from the group or outside will be officially designated as leader or president or chairman or anything of the sort. Even the examiner or supervisor who launches the discussion will retire to the background. No one will participate or intervene in the deliberations of the group.

### ❖ **Body language**

**ANS .** "Body language" is an important part of non-verbal communication. When we communicate with others, we express our thoughts and feelings not only through the words we choose, but also through our tone of voice, facial expression and body language. When we communicate with others, we express our thoughts and feelings not only through the words we choose, but also through our tone of voice, facial expression and body language. Body language varies from culture to culture. Sometimes, cultural differences in appropriate body language can cause discomfort or misunderstandings too. Understanding any underlying cultural or regional attitudes can help one learn how to understand and use body language to improve communicative abilities. It's definitely advisable to learn as much as possible about the body language of a new culture, and to use careful observation to avoid making any mistakes.

### ❖ **Do's and don'ts of interview**

**Ans . Do's of the interview.**

- Dress appropriately for the industry; err on the side of being conservative to show you take the interview seriously. Your personal grooming and cleanliness should be impeccable.
- Know the exact time and location of your interview; know how long it takes to get there, park, find a restroom to freshen up, etc.
- Arrive early; 10 minutes prior to the interview start time [or earlier if the event or employer instructs you to do so].
- Treat other people you encounter with courtesy and respect. Their opinions of you might be solicited during hiring decisions.
- Offer a firm handshake, make eye contact, and have a friendly expression when you are greeted by your interviewer.
- Listen to be sure you understand your interviewer's name and the correct pronunciation.
- Even when your interviewer gives you a first and last name, address your interviewer by title (Ms., Mr., Dr.) and last name, until invited to do otherwise.
- Maintain good eye contact during the interview.
- Sit still in your seat; avoid fidgeting and slouching.
- Respond to questions and backup your statements about yourself with specific examples whenever possible.

### **Don'ts of the interview**

- Don't make excuses. Take responsibility for your decisions and your actions.
- Don't make negative comments about previous employers or professors (or others).
- Don't falsify application materials or answers to interview questions.
- Don't treat the interview casually, as if you are just shopping around or doing the interview for practice. This is an insult to the interviewer and to the organization.
- Don't give the impression that you are only interested in an organization because of its geographic location.
- Don't give the impression you are only interested in salary; don't ask about salary and benefits issues until the subject is brought up by your interviewer.
- Don't act as though you would take any job or are desperate for employment.
- Don't make the interviewer guess what type of work you are interested in; it is not the interviewer's job to act as a career advisor to you.
- Don't be unprepared for typical interview questions. You may not be asked all of them in every interview, but being unprepared will not help you.
- A job search can be hard work and involve frustrations; don't exhibit frustrations or a negative attitude in an interview.

### **Q.5 Write an essay on any one of the following topics**

- 1) My role as a pharmacist in pharma industry
- 2) "Health is a complete state of physical, mental and social well being!" Discuss

- 3) Write a brief report on , the efficiency of health ministry ,in preventing and controlling communicable disease in flood affected “Chennai!”
- 4) “Pharmacy Day “, celebration in the campus.

**Q.6.a.** There is a vacancy for the post of pharmacist at ESIC model hospital , Mumbai. Write a resume along with a cover letter for job to be submitted to personnel manager of the company .

**Q.6 . b .** The overhead projector of your class is not working. Write an application to the electrical maintenance department requesting them to look into the matter and repair the device ASAP.

**Q.6 .c.** 1)You are appointed as general secretary of students in your institute. You are responsible to plan and organise the upcoming Annual technical festival. Write an email to the director stating the plans and arrangements made by you with your team.

## Give Phonetic Transcription of vowels

Sl. No.	Symbol	Key Word	Key Words in Phonetic Transcription
1	/i:/	seat	/si:t/
2	/ɪ/	Sit	/sɪt/
3	/e/	Set	/set/
4	/æ/	Sat	/sæt/
5	/ɑ:/	cart	/kɑ:t/
6	/ɒ/	Cot	/kɒt/
7	/ɔ:/	caught, court	/kɔ:t/
8	/ʊ/	full	/fʊl/
9	/u:/	fool	/fu:l/
10	/ʌ/	cup	/kʌp/
11	/ɜ:/	bird	/bɜ:d/
12	/ə/	ago	/ə'gəʊ/
13	/eɪ/	play	/pleɪ/
14	/əʊ/	go	/gəʊ/
15	/aɪ/	buy	/baɪ/
16	/aʊ/	cow	/kaʊ/
17	/ɔɪ/	boy	/bɔɪ/
18	/hɪə/	here	/hɪə/
19	/keə/	care	/keə/
20	/puə/	poor	/puə/

## Phonetic transcription of consonants

Phonetic Symbol		Key words
1.	/p/	<i>pen</i>
2.	/b/	<i>back</i>
3.	/t/	<i>tea</i>
4.	/d/	<i>day</i>
5.	/k/	<i>key</i>
6.	/g/	<i>gate</i>
7.	/tʃ/	<i>chair</i>
8.	/dʒ/	<i>jump</i>
9.	/f/	<i>fat</i>
10.	/v/	<i>van</i>
11.	/θ/	<i>think</i>
12.	/ð/	<i>there</i>
13.	/s/	<i>sit</i>
14.	/z/	<i>zero</i>
15.	/ʃ/	<i>ship</i>
16.	/ʒ/	<i>measure</i>
17.	/h/	<i>hot</i>
18.	/m/	<i>map</i>
19.	/n/	<i>neat</i>
20.	/ŋ/	<i>sing</i>
21.	/l/	<i>let</i>
22.	/r/	<i>red</i>
23.	/j/	<i>yes</i>
24.	/w/	<i>wet</i>