Seat No.:	Enrolment No.

## **GUJARAT TECHNOLOGICAL UNIVERSITY**

BE- SEMESTER  $1^{st}$  /  $2^{nd}$  EXAMINATION (OLD SYLLABUS) - SUMMER - 2017

Subject Code: 110002 Subject Name: Communication skills			Date:26/05/2017	
Tir	ne: 2 ructio	2:30 PM to 05:00 PM Total Marks:	70	
	3.	Figures to the right indicate full marks.		
Q.1	(a) (b)	What is communication? Describe various levels of communication. What is non verbal communication? Explain its components in detail.	07 07	
Q.2	(a)	Elaborate the difference between 'listening' and 'hearing'. Discuss the characteristics of good listener.	07	
	<b>(b)</b>	What is paragraph development? Discuss the techniques for paragraph development.	07	
Q.3	(a) (b)	Write some tips for an effective interview performance. Explain various types of interview in brief. Discuss the importance of body language in interview.	07 07	
Q.4	(a) (b)	What is a proposal? What are the characteristics of a good technical proposal? Select any technical gadget you are using and write its technical description.	07 07	
Q.5	(a)	What are the purposes of reading? Discuss in detail the difference between 'skimming 'and 'scanning'.	07	
	<b>(b)</b>	What is the noise? Elaborate interpersonal barriers.	07	
Q.6	(a)	Write short note on each of the following. (1) Empathetic Listening (2) Facial Expression	07	
	<b>(b)</b>	Discuss Planning and Preparation as the first two important steps of making presentations effective.	07	
Q.7	(a)	You are a civil engineering having a master degree and ten years of experience. Prepare your resume.	07	
	(b)	You have received a complaint letter from Macromin Computer, Virmgam Road, and Sanand regarding the improper service provided by you. As the Manager, Xinith Computer Pvt. Ranip, Ahmedabad, draft a suitable reply to the complaint.	07	

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