

[Total No. of Questions - 9] [Total No. of Printed Pages - 3]
(2125)

15017

B. Tech 1st Semester Examination
Communication and Professional Skills in English (NS)

HS-102

Time : 3 Hours

Max. Marks : 100

The candidates shall limit their answers precisely within the answer-book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

- Note :** (i) Attempt five questions in all.
(ii) Attempt one question each from sections A, B, C and D.
(iii) Section E is compulsory.

SECTION - A

1. (a) Define communication and describe various types and channels of communication. (10)
- (b) What is projective listening and describe the barriers to listening. (10)
2. (a) Describe the process of communication and what is the role of emotions and body language in communication? (10)
- (b) What are various kinds of listening and describe the various skills of effective listening. (10)

SECTION - B

3. (a) Elaborate salient features of scientific and technical writing. (10)

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2

15017

- (b) Throw light on the characteristics of style of technical writing and what is the importance of vocabulary. (10)
4. (a) What is meant by technical writing and bring out the features of effective business writing. (10)
- (b) Explain the objectives and principles of critical thinking while drafting a report. (10)

SECTION - C

5. (a) What is the importance of reading in the present times? How can reading skills be improved?
- (b) What is the basic reading model and also discuss the process of reading. (10)
6. Write an essay in about 250 words on 'INDIA in 2020'. (20)

SECTION - D

7. Draft a job application letter for the post of 'Engineer Trainee' in Dell India Ltd in response to an advertisement in a newspaper. Also attach your Bio-data alongwith. (20)
8. Draft a complaint letter to HCL computers Ltd. for receiving defective set of computers, laptops and printers supplied by the company to your organisation. Invent all details. (20)

SECTION - E

9. Explain the following:-
 - (i) Difference between verbal and non-verbal communication.
 - (ii) Difference between hearing and listening.
 - (iii) Linguistic barriers in communication.

3

15017

- (iv) Notice and Agenda.
- (v) Body language in communication.
- (vi) Skimming and its types.
- (vii) Use of visual Aids.
- (viii) Efficient reading.
- (ix) Regression and visual wandering in reading.
- (x) Communication channels. (10×2=20)