

[Total No. of Questions - 9] [Total No. of Printed Pages - 2]  
(2126)

16016(D)

10 DEC 2016

**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 the process of communication. What are various kinds of channels in communication? (10)  
(b) What are various kinds of listening and explain the barriers to listening. (10)
2. (a) What are effective listening skills and their advantages? Also highlight the importance of feedback skills. (10)  
(b) What is lateral communication and what are the barriers to communication? Suggest remedies to remove the communication barriers. (10)

**SECTION - B**

3. (a) Write the characteristics of effective business writing and what are the traits of a good technical style? (10)  
(b) Explain the objectives and principles of critical thinking. (10)
4. (a) What are the essentials of strong writing skills? (10)

2

16016

- (b) What is the difference between scientific and technical style of writing? Illustrate with examples. (10)

**SECTION - C**

5. (a) Discuss the process and purposes of reading and what is the right approach to reading. (10)  
(b) Write a paragraph in about 100 words on the extensive use of mobile phones which has become a threat to public safety, social and moral values? (10)
6. Write an essay in about 250 words on 'Cricket Mania'. (20)

**SECTION - D**

7. Draft a job application letter along with your personal resume in response to an advertisement in 'The Hindustan Times' for the post of a software engineer. (20)
8. Draft a sales letter to the local government officer and business houses for promoting the sales of a newly designed induction cooker that your firm has launched in the market. (20)

**SECTION - E**

9. Explain the Following:
  - (i) Formal channels of communication.
  - (ii) Importance of SWOT analysis.
  - (iii) Eye movement in reading.
  - (iv) Difference between notice and circular.
  - (v) Minutes of the meeting.
  - (vi) Tenders and Quotations.
  - (vii) Routine reports.
  - (viii) Non-verbal Communication.
  - (ix) Psychological barrier in communication.
  - (x) Regression in reading. (10×2=20)