

Duration: 2 Hours

Total Marks: 40

Question No. 1 is compulsory.Attempt any **three** from the remaining **five** questions.

Figures to the right indicate marks.

Answers to all sub questions should be attempted and grouped together.

Elucidate non-verbal communication with any five types, which should be applied while attending an interview. **4M**

Identify the barriers from any **two** situations and briefly state how to overcome them: **6M**

- i) The sales target could not be achieved despite marketing the product well in advance.
- ii) A presentation session was not appreciated in spite of thorough preparation by the speaker.
- iii) A friend of yours is unable to keep his appointment with you. Neither is there any phone call later apologizing. You had set aside time from a very busy day and had to cancel some other work. You are upset and conclude that your friend is indifferent to commitment.

Give reasons why it is essential for engineering students to study communication skills. **2M**

For the following communication situations identify the Sender, Message, Medium, Channel, Receiver and Feedback. **6M**

- i) A project presentation
 - ii) An advertisement campaign
- Draw the lay-out of Complete block format **2M**

Explain any 4 principles of business correspondence (4C's) **3M**

Change the sentences into 'You-attitude' **2M**

- i) We regret that the goods did not reach the buyers on time
- ii) We cannot approve your refund request until we receive complete information with the required documents.

As the Sales Director of Fitness Plus Centre, Mumbai, draft a sales letter to Business Professionals describing them your 3 Wellness Packages: 1. The 3-day Fitness Weekend 2. The 7-day Total Fitness Program 3. The Individualized Corporate Well-Being Program. **5M**

Choose a useful computer program and write **five** instructions on how to use it. **5M**

One word substitutes: **5M**

- i) A reference work providing summaries of knowledge from either all branches or from a particular discipline. (E)
- ii) The study of the origin and history of words (E)
- iii) Study of the role of Time in communication (C)
- iv) One who does election analysis (P)
- v) Name adopted by an author in his writings (P)

The last type of audience is **non- technical audience** includes general public, an unknown audience or any combination of technical, non- technical and semi technical audience, including managers, clients and patients. It might also include upper management – a group which is uninvolved in technical activities, but which must have an active role in decision making for the company. This audience expects a clear organization that progresses from the background to the new information with examples or illustrations to explain points that may be confusing.

For this audience writers provide the most comprehensive treatment of the subject, such as non terminology, simple language free of jargon and technical data, a full background and information to the subject along with a complete discussion of the main points. To simplify difficult concepts writers often compare technical processes to more familiar ones through analogies and metaphors.

- Define 'audience' as it applies to technical communication 1M
- How does the author adapt himself/herself to technical audience? 2M
- What type of people constitute non-technical audience? 2M
- Why do the writers need to explain or interpret the terms for a semi technical audience? 2M
