

2124

B.E., First Semester

HSMC-X01: Professional Communication
(Common to all streams)

Time allowed: 3 Hours

Max. Marks: 50

NOTE: Attempt five questions in all, including Question No. 1 which is compulsory and selecting two questions from each Unit.

x-x-x

I. Answer the following:-

- What is the meaning of "Minutes of meeting"?
- Name two qualities needed to succeed in an interview.
- Name any two types of reports.
- Identify the noun(s) in the given sentence.

"The steel cupboard has a box of sugar and a container of oil".

- Identify the verb(s) in the sentence

I play football and drive a car.

- Name any two Telephone Etiquettes.
- What is meant by "Grape Vine".
- Convert to passive voice "I cannot drive this car".
- Draw any two communication networks of your choice.

- Change tense to Past Perfect:

"I am repairing the machine".

(10x1)

UNIT - I

- What is meant by 7 C's of communication? Discuss in detail. (10)
- Discuss Barriers to Communication? Which barriers can be overcome and which barriers cannot be overcome? Discuss. (10)
- Write a paragraph in 450 words on the topic "How you taught English to village children". The village is in a remote area and the government has deputed you there. This is a pilot project and classes take place in the evening in the government run school in the village. In the paragraph discuss (each point must be discussed under separate serial number as given) :

Contd.....P/2

(2)

- a) The obstacles faced by you regarding parents of students not allowing their kids to come to school. How did you convince the parents?
- b) What methodology you followed to teach (using cutouts, using colors to color pictures and cutouts, alphabet cutouts, quizzes, games, puzzles, multimedia). How did you go about using these components?
- c) How did you evaluate the students and what report you submitted to the government. What will be your recommendations regarding how to improve the teaching and infrastructure in the government schools. (10)

UNIT - II

- V. Indian Railways has various zones namely North Zone, East Zone, South Zone, South Eastern Zone etc. You are the Minister of Railways of the country. Write a memo in 450 words to each and every employee of Railways i.e Office staff, locomotive drivers and train guards, station superintendent, all station staff, cargo handlers, train cleaning staff, personnel manning the railway crossings, signal staff, track maintenance staff, workshop staff, train coach factory staff, ticket collectors, catering staff. The memo must highlight the following points (each point must be discussed under separate serial number as given) :
 - a) The railway wants to implement the "Be Vigilant Be Alert" campaign. Your memo must highlight as to how everyone as mentioned above can contribute to the campaign.
 - b) Motivate the staff to work on the principles of selfless service, cleanliness, coordination and mutual respect.
 - c) Tell the employees about your "Vision -2035" of the railways highlighting what the government plans to do in the next 10 years. (10)
- VI. What is meant by non-verbal communication? Discuss its components. (10)
- VII. Write short notes on :
 - a) Delivering a good presentation
 - b) Cross culture communication (10)