

University of Mumbai
Curriculum Scheme: Rev 2016
All Programs
Examination: FE Semester II

Course Code:

Course Name: **Communication Skills**

Time: 1 hour 30 minutes

Max. Marks: 40

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| Q. 1. | All the questions are compulsory and carry 2 marks each Choose the correct option for following questions. |
| 1. | The word "Communication" is derived from Latin word: |
| Option A: | Communicare |
| Option B: | Communicate |
| Option C: | Commence |
| Option D: | Completion |
| 2. | Reading rapidly in order to get general overview of the matter is called as _____ |
| Option A: | Searching |
| Option B: | Observing |
| Option C: | Skimming |
| Option D: | Scanning |
| 3. | Which of the following is correct type of Vertical communication? |
| Option A: | Formal and informal |
| Option B: | Horizontal |
| Option C: | Linear |
| Option D: | Upward & Downward |
| 4. | What is meant by Jargon? |
| Option A: | Words having multiple meanings |
| Option B: | Words which can cause confusion and misunderstanding |
| Option C: | Specialized vocabulary belonging to a particular group |
| Option D: | Words having origin from Latin |
| 5. | Definition of any object can be framed on the basis of |
| Option A: | Concept and class |
| Option B: | Use of the object |
| Option C: | Class to which it belongs and differentiating characteristics |
| Option D: | Explaining the functioning of the object. |

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| Q. 2. | Answer Any Two Questions. | 10 Marks |
| A | Write short note on Postulates/ Hallmarks of Effective Communication. | 5 Marks |
| B | What are the 7 Cs of Business Correspondence? | 5 Marks |
| C | Write Instructions for using a Washing Machine. | 5 Marks |

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| Q. 3. | Answer Any Two Questions | 10 Marks |
| A | Explain Socio-Psychological Barriers. Suggest remedies to eliminate these barriers from communication. | 5 Marks |
| B | You are the Sports Secretary of the college. As part of the annual Sports meet being hosted in your college, you had ordered Sports goods from a dealer in your region. After the goods have been delivered to you have realized that some of the sports items are defective- Write a letter to the dealer expressing your dissatisfaction and request for replacement. Use complete block format. | 5 Marks |
| C | <ol style="list-style-type: none"> 1. Write any two objectives of communication. 2. Any three advantages of written communication | 2 Marks 3 Marks |

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| Q. 4. | Answer Any Two Questions |
| A. | Write a short note on Paralanguage. 5 Marks |
| B. | Explain difference between Caution & Precaution with example 5 Marks |
| C. | <p>Read each sentence and fill the blank spaces choosing the correct word. 5 Marks</p> <p>1) You will..... (loose/lose) your deposit if you cancel the order.</p> <p>2) He's a man..... (who's/whose) opinion I respect.</p> <p>3) He is one of the men who..... (Does/do) the work.</p> <p>4) I would..... (advice/advise) extreme caution.</p> <p>5) If we drive a little further, we will see a great place to stop for (desert/dessert)</p> |