

University of Mumbai

Examination 2020

Program: Engineering

Curriculum Scheme: Rev 2016

Examination: First Year

Semester II

Course Code: FEC206 and Course Name: Communication Skills

Time: 2-hour

Max. Marks: 40

I. Select the correct answer from the given options

[20]

Q.1.	Samir had prepared well for the PowerPoint presentation, but his file failed to open and had to continue without it. The disheartened and nervous Amir could not give his presentation well. (Identify the Barrier in this statement)
Option A:	Technical and Linguistic Barrier
Option B:	Mechanical and Physical Barrier
Option C:	Mechanical and Psychological Barrier
Option D:	Psychological and Physical Barrier

Q.2.	Match the medium of communication to its types of methods of communication A. Study of Communication through the distance between speakers B. Communication through the sense of smell C. Communication through the use of time D. Examples of Visual Communication
	1.Chronemics 2.Maps and graphs 3.Olfactics 4. Proxemics
Option A:	A-1; B-2; C-3; D-4
Option B:	A-4; B-3; C-1; D-2
Option C:	A-4; B-3; C-2; D-1
Option D:	A-3; B-4; C-1; D-2

Q.3.	An ammeter is an example of _____ and brakes, pulley, tap, zip, switches are examples of_____.
Option A:	tools; mechanism
Option B:	instrument; mechanism
Option C:	apparatus; tool
Option D:	Instrument; tool

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Q.4.	<p>Match the Column</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">A. Paralanguage</td> <td style="width: 50%;">1. video conferencing</td> </tr> <tr> <td>B. Non-verbal Communication</td> <td>2. silence</td> </tr> <tr> <td>C. Oral Communication</td> <td>3. e-mail</td> </tr> <tr> <td>D. Written Communication</td> <td>4. Postures and Pictures</td> </tr> </table>	A. Paralanguage	1. video conferencing	B. Non-verbal Communication	2. silence	C. Oral Communication	3. e-mail	D. Written Communication	4. Postures and Pictures
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Option D:	A-4; B-3; C-2; D-1								

Q.5.	A French lady is not able to carry a conversation in English because she does not know the language is an example of _____ barrier but if she refuses to talk in English because she hates English people is an example of _____.
Option A:	Mechanical Barrier, Cross-cultural
Option B:	Physical, Linguistic
Option C:	Cross-cultural, psycho-social
Option D:	Linguistic, psycho-social

Q.6.	_____ contributes to making sure of eliminating all unnecessary information, thus making the important information stand out.
Option A:	Clarity
Option B:	Conciseness
Option C:	Concreteness
Option D:	Courteousness

Q.7.	<p>Match the Column</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">A. Center aligned</td> <td style="width: 50%;">1. Full- Block format</td> </tr> <tr> <td>B. No indents</td> <td>2. Semi-Block Format</td> </tr> <tr> <td>C. The first line of paragraphs is indented</td> <td>3. Modified Block format</td> </tr> <tr> <td>D. Left-aligned except for the date and complimentary close.</td> <td>4. Letterhead</td> </tr> </table>	A. Center aligned	1. Full- Block format	B. No indents	2. Semi-Block Format	C. The first line of paragraphs is indented	3. Modified Block format	D. Left-aligned except for the date and complimentary close.	4. Letterhead
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Q.8.	Which of the following are not aspects of Paralanguage? I. Stammering II. Tone III. silence IV. Volume V. Lispng
Option A:	I & II
Option B:	III & IV
Option C:	I & V
Option D:	IV & V

Q.9.	The Chairman called for a Conference Meeting to discuss the profits of the company. (choose the correct option)			
	A.	Sender	1.	Discuss the profits
	B.	Receiver	2.	Conference Meeting
	C.	Channel	3.	The Chairman
	D.	Message	4.	Employees
Option A:	A-3; B-4; C-2; D-1			
Option B:	A-2; B-3; C-4; D-1			
Option C:	A-1; B-2; C-3; D-4			
Option D:	A-4; B-1; C-2; D-3			

Q.10.	The informal communication that happens across all channels of communication is called _____.
Option A:	Grapewine
Option B:	Vertical Communication
Option C:	Grapevine
Option D:	horizontal Communication

Q.11.	'The distance from the screen will determine the image size.' is an example of __
Option A:	note
Option B:	caution
Option C:	warning
Option D:	danger

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Q.12.	Match the correct channels of communication.	
	A. Formal Communication between employees of the same designation.	1. Outward External channel
	B. Formal Communication between a clerk to the manager of the company.	2. Horizontal channel
	C. Communication of the company to the outside world	3. Downward Vertical Communication
	D. Communication of the seniors to the juniors	4. Upward Vertical Channel
Option A:	A-3; B-4; C-2; D-1	
Option B:	A-2; B-3; C-1; D-4	
Option C:	A-1; B-2; C-3; D-4	
Option D:	A-4; B-1; C-2; D-3	

Q.13.	Match the column	
	A. A syllable, or group of syllables, added to the beginning of a word to alter its meaning.	1. Etymology
	B. A word or phrase that has the same or nearly the same meaning as the given word	2. Antonym
	C. A field that studies the origin of words and how their meaning has changed throughout history.	3. Synonym
	D. A word that means the opposite of the given word.	4. Prefix
Option A:	A-3; B-4; C-2; D-1	
Option B:	A-2; B-3; C-1; D-4	
Option C:	A-1; B-2; C-3; D-4	
Option D:	A-4; B-3; C-1; D-2	

Q.14.	One word for a person who has a positive approach is _____.
Option A:	omniscient
Option B:	optimist
Option C:	passivist
Option D:	psychic

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Q.15.	Match the following.			
	A.	The way one stands or sits	1.	Kinesics
	B.	Study of communication through Body Language	2.	Sign
	C.	This communication is Static	3.	Posture
	D.	This communication is Dynamic	4.	Signal
Option A:	A-3; B-4; C-2; D-1			
Option B:	A-2; B-3; C-1; D-4			
Option C:	A-3; B-1; C-2; D-4			
Option D:	A-4; B-3; C-1; D-2			

Q.16.	Which of the following statements is written in the You Attitude?
Option A:	We are happy to announce 10% on purchases above 1000 Rs
Option B:	We are happy to announce that you will be getting a discount of 10% on purchases above 1000 Rs
Option C:	You will be happy to know that we are giving a discount of 10% on purchases above 1000 Rs
Option D:	You will be happy to know that you will get a discount of 10% on purchases above 1000 Rs

Q.17.	“Don’t trust him, all lawyers are liars” (identify the barrier)
Option A:	Status barrier
Option B:	Prejudice
Option C:	Use of Jargon
Option D:	environmental stress

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Q.18.	<p>Read the passage and select all four drawbacks of herbal products from the options given below.</p> <p>1. Experts say that what customers buy in the name of herbal cosmetics is often the same synthetic cosmetic with <u>a</u> herb or two added, which works to lure customers. A product that says it is 100% natural may be misleading in the sense that it's difficult to stabilize a fully natural base and is always quite expensive, requiring advanced technology. The desired shelf life of a product is expected to be at least two years, but that of a purely herbal product would be restricted to about six months. Also, the product <u>won't</u> be aesthetically appealing as a synthetic product. Hence manufacturers of herbal products must include synthetic base ingredients to balance the formula.</p> <p>2. Herbal ingredients might also cause allergies as they may contain many constituents which may be allergic to that user. Thus, the concept of using 'total extracts' may be harmful because there are several other ingredients going into the product. Also, things like pH need to be considered before using it.</p> <p>3. According to the law experts, customers suing someone is considered extreme. Given the legal system in India and the long-drawn litigation process, consumers tend to pursue legal action against manufacturers/distributors in the event of any problem. However, with the dawn of consumer forums and more effective laws protecting the interests of the consumers, the trend is slowly moving towards this direction.</p> <p>4. At times it is not just manipulative manufacturers and passive consumers but sometimes weak and absent rules regarding the process of manufacturing can also get fake production licenses. <u>Also</u> one cannot make a generalization that synthetics are safe while naturals are harmful. I would say that the difference is that if one is a known devil (synthetics) the other is unknown. Unlike the case of synthetic cosmetic, herbal cosmetics are still in a nascent stage. You <u>don't</u> have well-defined standards for the use of raw materials in the production of herbal cosmetics.</p> <p>5. Finally, customers can also check out their cosmetics by using the 'Cosmetics ingredient dictionary, a database of 19,000 ingredients. It claims to help users check out what chemical compounds they use daily. This App lets you feed the names of the ingredients written on the container into the app and then get the reading about it.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">A. It is difficult to stabilize</td> <td style="padding: 2px;">B. They require advanced technology.</td> </tr> <tr> <td style="padding: 2px;">C. They are as appealing aesthetically as synthetic products.</td> <td style="padding: 2px;">D. Natural cosmetics are expensive</td> </tr> <tr> <td style="padding: 2px;">E. Natural cosmetics have a long shelf life</td> <td style="padding: 2px;">F. Herbal ingredients might also cause allergies</td> </tr> </table>	A. It is difficult to stabilize	B. They require advanced technology.	C. They are as appealing aesthetically as synthetic products.	D. Natural cosmetics are expensive	E. Natural cosmetics have a long shelf life	F. Herbal ingredients might also cause allergies
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Option A:	A B D F						
Option B:	A B C F						
Option C:	C D E F						
Option D:	A B E F						

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Q.19.	As per the passage, customers in India don't easily sue someone because.....
Option A:	there are no legal systems to sue the manufacturer
Option B:	legal systems are too long and time-consuming
Option C:	Manufacturers are very clear about ingredients in the products
Option D:	clients are not interested

Q20.	_____ is a formal assignment of a task and _____ is about how to carry out a process or procedure
Option A:	Order, Advice
Option B:	Instruction, Order
Option C:	Order, Instruction
Option D:	Information, Instruction

II. Explain Vertical Communication and state at least two Advantages and Disadvantages. [04]

III. Do as directed. [06]

Most books that you have ordered for your institution has been received in a damaged situation. Draft a suitable complain and claim the necessary compensation. (write in Semi-Block Format)

IV. Write Short Notes on *any three* of the following: [06]

1. Grapevine
2. You Attitude
3. Feedback
4. Clarity and Conciseness

V. Describe *any one* of the following with a neat, labelled diagram. [04]

1. Mobile phone
2. Titration
3. Calculator