

University of Mumbai
Examination 2021

Program: First Year Engineering

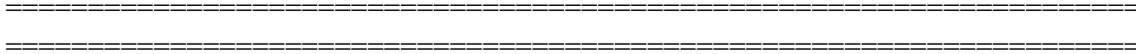
Curriculum Scheme: REV- 2019

Examination: First Year Semester II

Course Code: FEC206 and Course Name: Professional Communication & Ethics

Time: 1 hour

Max. Marks: 40



Q.1 20 Marks	Choose the correct option for the following questions. All the Questions are compulsory and carry equal marks.
1.	Which of the following is not an aspect of Paralanguage?
Option A:	Stammering
Option B:	silence
Option C:	Volume
Option D:	Tone
2.	A definition should be _____.
Option A:	complete and concise
Option B:	concise and precise
Option C:	correct and precise
Option D:	correct and courteous
3.	The correct order of describing an object is _____.
Option A:	Definition, Labeled diagram, Components of the object and Working
Option B:	Definition, Working, Labeled diagram and Components of the object
Option C:	Labeled diagram, Definition, Components of the object and Working
Option D:	Component of the object, definition, Labelled diagram and Working

University of Mumbai
Examination 2021

4.	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
5.	An Ammeter is _____.
Option A:	an tool for measuring electric current in amperes
Option B:	a machine for measuring electric current in amperes
Option C:	an instrument for measuring electric current
Option D:	a mechanism for measuring electric current
6.	There is no place for emotions in _____.
Option A:	Literary Writing
Option B:	Letter writing
Option C:	Literary review
Option D:	Technical writing
7.	Which of the options given below are always written in an active and imperative voice?
Option A:	Technical description
Option B:	Technical instruction
Option C:	Formal letters
Option D:	Formal e-mails
8.	The chairman of the corporation plays a second fiddle to the minister. In this statement 'play a second fiddle' means _____.

University of Mumbai
Examination 2021

Option A:	To be facilitator
Option B:	To extend a helping hand
Option C:	To always contradict
Option D:	To be in a secondary position.
9.	The musician plays instrumental music in an auditorium and is appreciated by a big round of applause. (Identify the Feedback)
Option A:	The musician
Option B:	Applause
Option C:	Auditorium
Option D:	plays instrumental music
10.	Communication is _____ means that all the components of communication work as a unified whole and a problem in any component causes failure in communication.
Option A:	symbolic
Option B:	dynamic
Option C:	systemic
Option D:	two-way process
11.	Skimming and _____ are two types of rapid reading techniques.
Option A:	Scanning
Option B:	Summarizing
Option C:	paraphrasing
Option D:	note making
12.	“Don’t trust him, all lawyers are liars” (identify the barrier)
Option A:	Status barrier
Option B:	Prejudice

University of Mumbai
Examination 2021

Option C:	Use of Jargon
Option D:	environmental stress
13.	_____ is the first stage in the process of communication.
Option A:	Encrypting
Option B:	Decoding
Option C:	Decrypting
Option D:	Encoding
14.	An old man shouts at children playing in front of his house.
Option A:	Oral
Option B:	Non-verbal
Option C:	written
Option D:	Visual
15.	_____ refers to making sure that all necessary information is provided.
Option A:	Completeness
Option B:	Conciseness
Option C:	Concreteness
Option D:	Courteousness
16.	From the management's perspective _____ communication is the backbone of the organization.
Option A:	Horizontal
Option B:	Grapevine
Option C:	Vertical Downward
Option D:	None of the above

University of Mumbai
Examination 2021

17	Match the column			
	a.	A syllable, or group of syllables, added to the beginning of a word to alter its meaning.	i.	Etymology
	b.	Words that are often used together	ii.	Pleonasm
	c.	Field that studies the origin of words and the way in which their meaning has changed throughout history.	iii.	Collocations
	d.	The tendency to use words with similar meaning used together which makes them wordy or redundant.	iv.	Prefix
Option A:	a-ii; b-iv; c-iii; d-i			
Option B:	a-iii; b-i; c-ii; d-iv			
Option C:	a-iv; b-iii; c-i; d-ii			
Option D:	a-iii; b-iv; c-ii; d-i			
18.	Match the column			
	a.	The way one stands or sits	i.	Signal
	b.	Study of communication through Body Language	ii.	Sign
	c.	This communication is Static	iii.	Posture
	d.	Sign	iv.	Kinesics
Option A:	a-ii; b-iv; c-iii; d-i			
Option B:	a-iii; b-i; c-ii; d-iv			
Option C:	a-iv; b-i; c-ii; d-iii			
Option D:	a-iii; b-iv; c-ii; d-i			
Q.2 5 marks	Read the passage and answer the questions given below			
	In the 16th century, an age of great marine and terrestrial exploration, Ferdinand Magellan led the first expedition to sail around the world. As a young Portuguese			

University of Mumbai
Examination 2021

	<p>noble, he served the king of Portugal, but he became involved in the quagmire of political intrigue at court and lost the king's favour. After he was dismissed from service by the king of Portugal, he offered to serve the future Emperor Charles V of Spain.</p> <p>A papal decree of 1493 had assigned all land in the New World west of 50 degrees W longitude to Spain and all the land east of that line to Portugal. Magellan offered to prove that the East Indies fell under Spanish authority. On September 20, 1519, Magellan set sail from Spain with five ships. More than a year later, one of these ships was exploring the topography of South America in search of a water route across the continent. This ship sank, but the remaining four ships searched along the southern peninsula of South America. Finally, they found the passage they sought near 50 degrees S latitude. Magellan named this passage the Strait of All Saints, but today it is known as the Strait of Magellan.</p> <p>One ship deserted while in this passage and returned to Spain, so fewer sailors were privileged to gaze at that first panorama of the Pacific Ocean. Those who remained crossed the meridian now known as the International Date Line in the early spring of 1521 after 98 days on the Pacific Ocean. During those long days at sea, many of Magellan's men died of starvation and disease.</p> <p>Later, Magellan became involved in an insular conflict in the Philippines and was killed in a tribal battle. Only one ship and 17 sailors under the command of the Basque navigator Elcano survived to complete the westward journey to Spain and thus prove once and for all that the world is round, with no precipice at the edge</p>
1.	For kind of exploration was predominant in the 16 century
2	Why did Magellan lose the favor of the King of Portugal?
3	Which word from the passage mean being in between of difficult situation from which it is difficult to be free?
4	What did one of Magellan's ships explore in South America while searching for a passage across the continent.
5	What it the word from the passage that means a body of land with water on three sides?
Q.3 6 marks	Write a short note on <i>any two</i> of the following 3 marks each

University of Mumbai
Examination 2021

A	Grapevine Communication
B	Paralanguage
C	Psychological Barrier
D	Hazard Notations
Q.4 5 marks	Write <i>any one</i> the following letter in the Full Block format 5 marks each
A	Assume that you are Anil Saxena, the Purchase Manager of Alpha Engineering Company, Borivali (E.), Mumbai-400057. Your company sent an order for 15 HP scanners (model; Scan Jet 3200C) to National System Limited, Bangaluru -560100 on February 23, 2013, but you received only 12 scanners. Write a letter to Suresh Gautam, The General Manager of National System Limited making a complaint and asking him to send the remaining 3 scanners.
B	Assume that you are Sam Varghese, the Manager of Jazz it Bags, 172 Dreamz, Cinder Lane Banglore-560063. Your company sent an order of sling bags, Ladies purses, leather wallets and Fancy purses on December 30, 2017, but you received leather wallets, and fancy purse. Write a letter to Mr.Sankaran Swami, The General Manager of Bags and All, Mani Industrial Area, Banglore-560063, making a complaint and asking him for proper compensation.
Q.5 4 marks	Describe <i>any one</i> of the following: 4 marks each
A	Titration
B	Silver plating of a spoon
C	Calculator