



# COLLEGE OF ENGINEERING, PUNE

(An Autonomous Institute of Government of Maharashtra.)  
SHIVAJI NAGAR, PUNE - 411 005

## END Semester Examination

### (AS-201) Professional Communication

Course: B.Tech

Semester: Sem III

Year: 2014-2015

Max.Marks:40

Duration:1.5Hours Time:- 10.00 - 11.30 AM

Date:20November2014

#### Instructions:

MIS No.

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1. Figures to the right indicate the full marks.
2. Mobile phones and programmable calculators are strictly prohibited.
3. Writing anything on question paper is not allowed.
4. Exchange/Sharing of anything like stationery, calculator is not allowed.
5. Assume suitable data if necessary.
6. Write your MIS Number on Question Paper

Que 1: Answer in about 150 words any two of the following. (12)

1: "We have two ears and one tongue so that we would listen more and talk less." Justify the importance of listening skill in communication.

2: "90% of how well the talk will go is determined before the speaker steps on the platform" - Elaborate your answer with reference to the visual and vocal impact created by the presenter.

3: The ABCs are Attitude, Behaviour and Communication Skills.

Que. 2: Write an invitation letter to the main sponsor organization of your event Mind Spark. Invite them for the inaugural function of the event and thank them for their support. (8)

Que. 3: Write short notes in about 100 words on any two of the following. (8)

- a. 7Cs of business writing (Explain any three)
- b. Four ways to overcome communication barriers with examples.
- c. Accuracy is equally important as much as fluency in communication

Que. 4: State six business email etiquette. (6)

Que. 5: Complete the following dialogue between Ravi and Raj. (6)

**Ravi:** Hello Raj! How are you? What \_\_\_\_\_ (you do)?

**Raj:** I \_\_\_\_\_ (just get up), not even \_\_\_\_\_ (brush) as yet why?

**Ravi:** Nothing particularly! If you come over we would work on our project together.

**Raj:** Okay. But I \_\_\_\_\_ (give) my motorbike for repair. Actually I \_\_\_\_\_ (give) it two days back and he \_\_\_\_\_ (promise) to give it yesterday. But as usual he \_\_\_\_\_ (not finish) his work as yet. Anyway I \_\_\_\_\_ (come) by bus.

**Ravi:** Ok I \_\_\_\_\_ (pick up you) at the bus stop near my house, Pyramid Mall Stop.

**Raj:** No problem then. See you.

### **After an hour**

**Ravi:** Hello Raj, where are you? I \_\_\_\_\_ (wait) here for an hour now.

**Raj:** I'm sorry. I am still in the bus and the driver and the conductor \_\_\_\_\_ (struggle) with the starter. It \_\_\_\_\_ (be) more than half an hour.

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