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Uni. Roll No.

Program: B.Tech. (Batch 2018 onward)

Semester: 1

Name of Subject: English

Subject Code: HSMC-101

Paper ID: 15938

MORNING

09 MAY 2023

Time Allowed: 03 Hours

Max. Marks: 60

NOTE:

- 1) Parts A and B are compulsory
- 2) Part-C has Two Questions Q8 and Q9. Both are compulsory, but with internal choice
- 3) Any missing data may be assumed appropriately

Part – A

[Marks: 02 each]

Q1

- a) Describe any two barriers to listening.
- b) "It is duty of the receiver to keep the communication channels free from barriers." Comment.
- c) Define kinesics and proxemics.
- d) Importance of feedback in the process of communication
- e) Two benefits of using e-mail for professional communication.
- f) State whether the underlined clause in each sentence is noun clause / adjective clause / adverb clause.

i) The book, which is on the best- seller list, is required in our book club.

ii) That their star player would recover was good news for the team.

Part – B

[Marks: 04 each]

Q2. What is difference between hearing and listening? Describe process of listening.

Q3. Describe various steps in the process of communication.

Q4. Describe vocabulary skills which can be employed to make the reading process effective?

Q5 Describe any four communication barriers that you experience in your day to day life.

Q6. According to you, how significant is communication in business world? Describe.

Q7. Do as directed.

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i) Ravi made----- error of judgment. (Fill in the blank with suitable article)

ii) Do not depend-----others. You must stand on your own feet. (Fill in the blank with suitable preposition)

iii) Our visit made the host happy. (Identify sentence structure)

iv) My aunt has brought me a computer. (Identify sentence structure)

Part – C

[Marks: 12 each]

Q8 Write a detailed account of channels of communication.

OR

Write a paragraph on the following topic:

Uses and Abuses of Science

Q9. Explain skimming and scanning as reading skills. In which ways these skills are useful for making reading process effective?

OR

Suppose you are Gautam Madaan, Sales Manager of Magma Electronics Pvt. Ltd. One of your customers, Mssrs. Budhiraja & Sons has sent you a complaint regarding his recent purchase of computers which he has received in faulty condition. Write a letter of reply to him explaining the reasons for it and also propose suitable solution to the complaint. Assume necessary details.
