

Enrollment No: _____

Exam Seat No: _____

C.U.SHAH UNIVERSITY

Summer Examination-2019

Subject Name: Communication Skills in English

Subject Code: 4SC03CSE1

Branch: B.Sc. (All)

Semester: 3

Date: 11/03/2019

Time: 02:30 To 05:30

Marks : 70

Instructions:

- (1) Use of Programmable calculator & any other electronic instrument is prohibited.
 - (2) Instructions written on main answer book are strictly to be obeyed.
 - (3) Draw neat diagrams and figures (if necessary) at right places.
 - (4) Assume suitable data if needed.
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Q-1 Attempt the following questions: (14)

- a) Give the names of female characters in *One Night @ the Call Centre*.
- b) The author heard the story of *One Night @ the Call Centre* when he was in the night train ride from _____ to _____.
- c) What is Radhika's name in the call center?
- d) Who is the oldest person in the call center?
- e) What is the real name of Sam Marcy in *One night @ Call Centre*?
- f) Whom does Vroom love?
- g) Who is the boss in *One night @ Call Centre*?
- h) How many people are working in the call center?
- i) Whom does Shyam love in *One night @ Call Centre*?
- j) What is the call center name of Esha in *One night @ Call Centre*?
- k) Who is the narrator and protagonist in *One night @ Call Centre*?
- l) What is the real name of Vroom in *One night @ Call Centre*?
- m) Prenkys's real name in *One night @ Call Centre* is _____
- n) Who is the author of *One night @ Call Centre*?

Attempt any four questions from Q-2 to Q-8

Q-2 Discuss the process of communication in detail. (14)

Q-3 What are the levels of communication? Explain with examples. (14)

Q-4 Attempt all questions (14)

- A. Explain Meaning and objectives of communication.
- B. Write about the character sketch of Radhika from *One Night @ Call Centre*.

Q-5 Attempt all questions (14)

- A. What is skimming? What are the steps for skimming?
- B. What is Non Verbal Communication? Write about its components.

Q-6 Attempt all questions (14)

- A. Describe the verbal communication in detail.



- B. Narrate the meaninglessness of life of all the characters in *One Night at Call Centre*.

Q-7 **Attempt all questions** (14)

- A. Write a complaint letter to The Chief Officer, Municipal Corporation, Rajkot, about heaps of garbage in your society.
B. What is reading? Discuss extensive and Intensive reading.

Q-8 **Do as directed** (14)

- 1 She does not break the traffic rules. (**Change into Assertive Sentence**)
- 2 My son does not like any vegetable. (**Change into Assertive Sentence**)
- 3 It was a great sight. (**Change into Interrogative sentence**)
- 4 Will you stop talking? (**Change into Imperative sentence**)
- 5 You are very fortunate. (**Change into Exclamatory sentence**)
- 6 Make the word adjective by using an appropriate suffix: **power**
- 7 negative word for the word: **strong**
- 8 Change the given word into *verb*: **Evolution**
- 9 Explain these confusable words: **Stationary/Stationery**
- 10 Explain these confusable words: **Principal/Principle Principal**
- 11 Explain these confusable words: **boat, bought**
- 12 **Change into Comparative Degree:** I am not so tall as my brother.
- 13 **Change into Positive Degree:** My son is brisker than my daughter.
- 14 **Change into Complex Sentence:** The team captain jumped for joy as we won the match.

