

Enrollment No: _____

Exam Seat No: _____

C. U. SHAH UNIVERSITY
Winter Examination-2020

Subject Name : Communication and Soft Skills

Subject Code :4AH01CSS2

Branch: B.Lib.I.Sc.

Semester: 1

Date: 12/03/2021

Time: 03:00 To 06:00

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.
-

Q-1 Attempt the following questions: (14)

- a) One should avoid during telephoning- 1
- a) speak too fast
 - b) speak politely
 - c) both a and b
- b) Which of the following considered as the mother of all speaking? 1
- a) listening
 - b) writing
 - c) reading
- c) The term ‘ _____ ’ which means nearness 1
- a) chronemics
 - b) haptics
 - c) proximity
- d) ‘The Annual Function will be held on 14th November at 11am in the Seminar Hall’ can be a line of _____ . 1
- a) Report
 - b) Notice
 - c) Memo
- e) ‘Keep Silence’, Or ‘Maintain peace’ where would you like to put such instructions? 1
- a) crossway
 - b) work shop
 - c) library
- f) The communication is derived from _____ origin communico. 1



- a) Latin
b) Greek
c) Pali
- g)** _____ is essential for written communication 1
- a) literacy
b) fitness
c) infancy
- h)** Stress, intonation can be the manners of _____. 1
- a) haptics
b) proximity
c) paralanguage
- i)** Which of the following usually aims at conveying sympathy? 1
- a) Presentation
b) Condolence
c) Conference
- j)** The chairperson plan, hosts and leads a _____. 1
- a) conference
b) seminar
c) meeting
- k)** Communication cannot be possible if any one of these two is absent 1
- a) writer-reader
b) performer-audience
c) sender-receiver
- l)** Effective body language requires- 1
- a) standing like statue
b) graceful movements
c) careless attitude
- m)** Paralanguage concerned with _____. 1
- a) distance/space
b) touch
c) tone and voice
- n)** Memo, notice, report etc. are the examples of _____ communication. 1
- a) verbal
b) non-verbal
c) written



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

Q-2	Attempt all questions	(14)
a	What do you understand in non-verbal communication? Explain in detail	7
b	Distinguish between abstract and summary.	7
Q-3	Attempt all questions	(14)
a	Write the types of technical writing.	7
b	Write a short note on body language	7
Q-4	Attempt all questions	(14)
a	Write a letter to a bookseller ordering him to supply some books for your library.	7
b	Enlist the structure of report	7
Q-5	Attempt all questions	(14)
a	What jobs can be done by technical writing	7
b	Differentiate between verbal and non –verbal communication with examples.	7
Q-6	Attempt all questions	(14)
a	Explain in detail the types of report.	7
b	Write in detail some tips for effective telephonic communication.	7
Q-7	Attempt all questions	(14)
a	Define flow of communication and discuss its types (any six)	7
b	Write a short note on Paralanguage.	7
Q-8		(14)
	Explain the process of communication with the help of a neat and labelled diagram.	

