

GUJARAT TECHNOLOGICAL UNIVERSITY

Communication Skills in English – 4300002

Answer Key - Summer-2022

Q.1 (a) Answer the following questions in one or two sentence. (Any three)**1. Who created SMCR model of communication?**

Ans.: The sender-message-channel-receiver (SMCR) model of communication is an expansion of the Shannon-Weaver model of communication. David Berlo created this model.

2. Write any two barriers to communication.

Ans.: There are many reasons why interpersonal communications may fail. In many communications, the message (what is said) may not be received exactly the way the sender intended. The reason behind that can be called a barrier. There can be many types of it:

1. Emotional barriers
2. The use of jargon (technical or difficult words)

3. What is verbal communication?

Ans.: Verbal Communication involves the use of language and words for the purpose of passing on the intended message. In general terms, Verbal Communication means communication in the form of spoken words only.

4. What is visual communication?

Ans.: Visual communication is the transmission of information and ideas using symbols and imagery. It includes signs, graphic designs, films, typography etc.

Q.1 (b) Select the correct option. (Any four)

1. The person who transmits the message is called _____

a) Channel (b) Sender (c) Receiver (d) Response

2. Which is not a part of Communication Process?

a) Decode (b) Channel (c) Sender (d) Prejudice

3. The response to a sender's message is called _____

a) Feedback (b) Barrier (c) Noise (d) Source

4. E-mails, texts, letters, reports are examples of _____ communication.

a) Oral (b) Non-verbal (c) Written (d) Spoken

5. _____ communication includes body language, facial expressions etc.

a) Verbal (b) Non-verbal (c) Facial (d) Written

Q.1 (c) Rewrite the following sentences using suitable Connector.

1. Suresh tried hard to get it done. It was not possible. (and, **but**, so)

Ans.: Suresh tried hard to get it done but it was not possible.

2. Winter is the season. We feel cold. (where, **when**, why)

Ans.: Winter is the season when we feel cold.

3. He was my friend. I decided to help him. (otherwise, but, **so**)

Ans.: He was my friend so I decided to help him.

4. This is the institute. I served for seven years. (when, **where**, which)

Ans.: This is the institute where I served for seven years.

5. The weather improves. We shall go for a walk. (**if**, unless, otherwise)

Ans.: If the weather improves, we shall go for a walk.

6. She is poor. She is honest. (unless, otherwise, **but**)

Ans.: She is poor but honest.

7. I felt ill. I went on working. (though, because, and)

Ans.: Though I felt ill, I went on working.

OR

Q.1 (c) Rewrite the following sentences using the tense given in the brackets.

1. He will be a good leader. (Simple Past Tense)

Ans.: He became a good leader.

2. Gayatri had many friends. (Simple Present Tense)

Ans.: Gayatri has many friends.

3. They wait for the arrival of their teacher. (Present Continuous Tense)

Ans.: They are waiting for the arrival of their teacher.

4. What are they doing over there? (Simple Future Tense)

Ans.: What will they do over there?

5. They were questioned by their teacher. (Present Perfect Tense)

Ans.: They have been questioned by their teacher.

6. Diya was watching for two hours. (Present Perfect Continuous Tense)

Ans.: Diya has been watching for two hours.

7. The plane took off before we reached the airport. (Past Perfect Tense)

Ans.: The plane had taken off before we reached the airport.

Q.2 (a) Write short note on Process of Communication.

Ans.: The process / cycle of communication includes: sender, encoding, channel, decoding, receiver and feedback.

Sender: the originator of message.

Encoding: the process of converting the idea into suitable language or signals. (done by sender)

Channel: the signal carrier or medium

Decoding: the process of receiving the signal or data and converting into an understanding. (done by receiver)

Receiver: the recipient of the message.

Feedback: Receiver usually gives feedback to the sender in order to make sure that the message was properly received.

There is a possibility of one more thing in the communication process and that is called, noise / barrier. This hinders the positive outcome and distorts the message.

Q.2 (b) Fill in the blanks by selecting the correct Pronoun.

1. After school, You and ___ must discuss a few things. (~~I~~, Me)
2. This is my book and that is _____. (your, **yours**)
3. Please check _____ is knocking at the door. (whom, **who**)
4. The king _____ gave the awards to the children. (**himself**, myself)

Q.2 (c) Fill in the blanks by selecting the most appropriate Modal Auxiliary.

1. We _____ obey our elders. (could, **should**, can)
2. He tried hard but _____ not lift it. (ought, shall, **could**)
3. You _____ do your homework regularly. (**must**, can, may)
4. I wish you _____ get good marks. (can, **would**, should)
5. _____ you lend me a pen, please? (shall, should, **will**)
6. It _____ rain today. (**may**, should, would)
7. _____ I carry your luggage? (could, **shall**, would)

OR

Q.2 (a) Write short note on Barriers to Communication.

Ans.: There are many barriers to communication and these may occur at any stage in the communication process. Barriers may lead to your message becoming distorted and you therefore risk wasting both time and/or money by causing confusion and misunderstanding.

Effective communication involves overcoming these barriers and conveying a clear and concise message. Common Barriers to Effective Communication:

1. The use of jargon.
2. Emotional barriers and taboos.
3. Lack of attention, interest, distractions, or irrelevance to the receiver.
4. Physical disabilities
5. Physical barriers to non-verbal communication
6. Language differences
7. Expectations and prejudices
8. Cultural differences

A skilled communicator must be aware of these barriers and try to reduce their impact by continually checking understanding and by offering appropriate feedback.

Q.2 (b) Identify the correct Sentence Pattern of the given sentences.

1. Ritu / wrote / a letter. – S V O
2. The class / became / noisy. – S V A
3. Her father / is / a doctor. – S V C
4. We / enjoyed. – S V

Q.2 (c) Fill in the blanks by selecting the most appropriate form of verb.

1. There _____ major flaws in your argument. (is, are)
2. The director and producer of the movie _____ present there. (were, was)
3. You as well as I _____ responsible for our losses. (are, am)
4. Not only the principal but also the teachers _____ played a vital role. (has, have)
5. Either you or Rahul _____ responsible for the mistake. (is, are)
6. Neither of these two students _____ done well. (have, has)
7. Some of the work _____ to be done. (remain, remains)

Q.3 (a) Write short note. (any one)

1. The end of the story After Twenty Years.

Ans.: The writer, O' Henry, prepares for the end of the story contrary to the expectations of the readers. The story begins very interestingly. Two close friends, Bob and Jimmy, meet each other after twenty years. However, towards the end, Bob identifies that the man he is talking to is not his friend. Actually, the man is a police officer in plain clothes. He gives Bob a letter, from Jimmy. When he almost finishes reading the note, Bob's hands starts to tremble because he comes to know that

the man he talked with earlier was his friend and he never expected that his friend would turn against him as he did. After Jimmy's departure, another police officer in plain clothes comes whom Bob considers to be his Jimmy. The police officer arrests Bob because he is wanted in Chicago. The twist at the tail, as expected in the stories of O' Henry, renders readers speechless.

2. The central idea of the poem Where the Mind is without Fear.

Ans.: "Where the Mind is Without Fear" is the thirty-fifth (35) poem in Gitanjali: Song Offerings. The poet prays to "Father" (that is, God), and thereby offers a detailed vision of the kind of country and future he desires for India and its citizens. The central idea of Tagore's poem is the creation an ideal country/society where there is individual freedom to follow one's preferred way of living with respect to language, religion, eating habits, etc. and freedom to express one's opinions and beliefs provided that they do not hurt or offend others; where every individual is able to lead his/her life with dignity; where there is unrestricted access to knowledge without financial, class, caste, or religious barriers; where everyone is united by the common thread of humanity irrespective of their class, caste or religious background; where life is defined by truth and constant hard work; and where logic and reason, instead of superstition(s), reign supreme.

Q.3 (b) Fill in the blanks by selecting the correct option.

- A party of hunters resting beneath the _____
a) Rhododendrons (b) Maples (c) Oaks (d) Raspberries
- The man and his friend Jimmy belong to _____ city.
a) New York (b) London (c) Mumbai (d) Paris
- The horse thought that it was _____ to stop there.
a) Stupid (b) Queer (c) Foolish (d) Useless
- Rabindranath Tagore wants his countrymen to be without _____
a) Courage (b) Respect (c) Fear (d) Shame

Q.3 (c) Answer the following questions. (any two)

1. Why did the ravine become a little haven of wildlife?

Ans.: The valley was so deep that for most of the day it remained in shadow. This encouraged many birds and animals to emerge from cover during daylight hours. Few people ever passed that way so it had become a little haven of wildlife, one of the few natural sanctuaries left near Mussoorie.

2. What did Jimmy write in the note handed over to Bob?

Ans.: The note handed over to Bob was rather short. It went like: "I was at the appointed place on time. When you struck the match to light your cigar I saw it was the face of the man wanted in Chicago. Somehow I couldn't do it myself, so I went around and got a plain clothes man to do the job." – Jimmy.

3. What according to the speaker will surprise the horse?

Ans.: According to the speaker, to stay in the forest will surprise the hoarse because there is no presence of the society or civilization for which the word 'farmhouse' is used in the line 'to stop without a farmhouse near'. There are only woods, a lake that is frozen and darkness in the evening that create a mysterious atmosphere.

Q.3 (d) Answer the following questions in one or two sentence. (any three)

1. Who wrote the poem Where the Mind is without Fear?

Ans.: Poet, Rabindranath Tagore wrote the poem, "Where Mind is Without Fear". He prays to "the father", the almighty God, to bless all with a free nation.

2. Where did Bob and Jimmy take the last dinner?

Ans.: The stranger (Bob) informed the policeman that Twenty years ago, there used to be a restaurant in place of the hardware store, named 'Big Joe' Brady's restaurant' and Bob and his friend Jimmy dined there before parting for the last time.

3. When did the author first see the leopard?

Ans.: One day, while climbing up the hill, the writer had an encounter with the leopard. It was looking in the opposite direction but it sensed writer's presence and it slowly turned its head and looked down at him. It seemed a little puzzled at writer's presence there; and when the writer clapped hands sharply, the leopard sprang away into the thickets, making absolutely no sound and melted into the shadows. This was the first time when author saw the leopard.

4. Which season is described in Stopping by Woods on a Snowy Evening?

Ans.: The season described in the poem is winter as the event takes place among the woods covered with snow. A dark and deep forest with utmost silence creates a mysterious atmosphere but the speaker finds it beautiful and enjoyable.

OR

Q.3 (a) Write short note. (any one)

1. Describe the author's first encounter with the leopard.

Ans.: In the story, The Leopard, the writer mentions regarding his daily walk into the jungle and how he came across a Leopard one evening.

One day, when the writer was on his way, he heard chattering in the trees but could not guess the cause. As he crossed the stream and began climbing the hill, the grunting and chattering increased, like the langurs were trying to warn him of some hidden danger. A shower of pebbles came rattling down the steep hillside, and he looked up to see a sinewy orange-gold leopard poised on a rock about 20 feet above him.

It was not looking towards the writer, but had its head thrust attentively forward in the direction of the ravine. It sensed his presence, and slowly turned its head. It seemed a little puzzled and the

writer clapped his hands sharply. The leopard sprang away into the thickets, making no sound as it melted into the shadows.

The writer felt sorry for disturbing the carefree ambience of the animals.

2. The central idea of the poem "Stopping by Woods on a Snowy Evening".

Ans.: In the poem "Stopping by Woods on a Snowy Evening" composed by Robert Frost, the poet is riding through the beautiful woods filled up with snow. The nearby lake is also frozen. He wants to stop there to enjoy the charming sight. His horse feels queer because his master wanted to stop there where he could see no farmhouse to stay. The horse feels strange and shakes his bells.

The poem is well known for the last stanza where we find the core idea of the poem. The last stanza of the poem signifies the contrary idea of desire vs duties or responsibilities as it conveys the message that one should not be tempted or diverted by such attractive things but keep on working to fulfil the promises as it repeatedly stressed by the poet in the last two lines.

Q.3 (b) Fill in the blanks by selecting the correct option.

1. The _____ was a regular visitor of the stream.

a) Forktail (b) Tiger (c) Lion (d) Sparrow

2. What was the time of appointment?

a) 12 o'clock (b) 11 o'clock (c) 10 o'clock (d) 9 o'clock

3. 'Woods' means _____

a) Snow (b) Wood (c) Forest (d) Farm

4. The Poet wants the words to come from _____

a) The depth of spirit (b) The depth of mind (c) The depth of truth (d) The depth of heart

Q.3 (c) Answer the following questions. (any two)

1. What happened when the leopard sensed the author's presence?

Ans.: One day, while climbing up the hill, the writer had an encounter with the leopard. It was looking in the opposite direction but it sensed writer's presence and it slowly turned its head and looked down at him. It seemed a little puzzled at writer's presence there; and when the writer clapped hands sharply, the leopard sprang away into the thickets, making absolutely no sound and melted into the shadows.

2. What promise did Jimmy and Bob make twenty years ago?

Ans.: They promised to meet at the same place again exactly twenty years from that date and time, no matter what the conditions might be or from what distance they might have to come. They figured that in twenty years each of them ought to have their destiny worked out and fortunes made, whatever they were going to be.

3. What does the poet say about the owner of the woods?

Ans.: The poet, Robert Frost, mentions that he knows the owner of the woods who lives in the village. Moreover, he adds that the owner of woods is away from the forest so he is not capable of seeing the traveller who stays there to watch his woods.

Q.3 d) Answer the following questions in one or two sentence. (any three)

1. Who does the poet address as 'thee' and 'my father'?

Ans.: The poem, "Where Mind is Without Fear" is a prayer by Rabindranath Tagore, offered to almighty God. Here, he describes his idea of free nation. Towards the end of the poem, he refers to God twice with the words like "thee" and "my father".

2. Whose carcass the hunters had seen?

Ans.: The hunters had seen the carcass of the deer. They had also seen the leopard's pug- marks, and they kept coming to the forest to search and hunt the leopard.

3. How long has Bob been under arrest?

Ans.: Bob has been under arrest for ten minutes. Towards the end of the story as soon as Bob realizes that the tall man is not his friend Jimmy, the tall man tells him that Bob has been under arrest and hands him a note from his friend Jimmy before taking him to the station.

4. How are the woods?

Ans.: The woods are lovely, dark and deep. The scene of the snowfall in the dark evening is so appealing to the speaker that he can't stop himself from staying and enjoying the beauty of the woods.

Q.4 (a) Fill in the blanks by choosing the most appropriate Interjection.

1. _____ We are ruined. (Hurrah!, **Alas!**, Bravo!)
2. _____ The teacher is coming. (Ouch!, Alas!, **Hush!**)
3. _____ We won the match. (**Hurrah!**, Eureka!, Alas!)

Q.4 (b) Do as directed. (Any four)

1. Make a sentence using the word – Extinction

Ans.: The leopard is nearing extinction in India.

2. Give opposite word for – Appear, Arrival – **Disappear, Departure**

3. Write synonym word for – Paradise, Tremble – **Heaven, Shiver**

4. Give one word for – Person who works slowly but earnestly - **Plodder**

5. Find the correct spelling – A. Pessenger B. **Passenger** C. Pessengar

Q.4 (c) Answer the following by selecting the correct option.

1. The file attached to an email is called the _____
a) content (b) attachment (c) subject (d) BCC
2. In E-mail communication, CC stands for _____.
(a) Confidential Copy (b) Cancelled Copy (c) Carbon Copy (d) Casual Copy
3. The e-mail id of the secondary recipient of email is entered in ___ field.
(a) From (b) CC (c) BCC (d) Subject
4. Which of the following is an advantage of an e-mail?
(a) Desired length (b) Ease of communication (c) Lower cost (d) All of these

Q.4 (d) Answer the following by identifying the suitable option.

1. Where is the receiver's address written in a formal letter?
(a) on the top of the letter (b) just below the date (c) just above the date (d) just after the salutation
2. Which of the following is not a part of a formal letter?
(a) Salutation (b) Date (c) Subject (d) Photo
3. _____ is not one of the 7Cs of business communication.
(a) Correctness (b) Character (c) Clarity (d) Conciseness

OR

Q.4 (a) Fill in the blanks by choosing the most appropriate Interjection.

1. _____ The baby is asleep. (Hush!, Alas!, Ouch!)
2. _____ I am stung by a bee. (Ouch!, Bingo!, Wow!)
3. _____ Our team came first in the competition. (Alas!, Eureka!, Hurrah!)

Q.4 (b) Do as directed. (Any four)

1. Make a sentence using the word – Vicinity

Ans.: This vicinity was one that kept early hours.

2. Give opposite word for – Continue, Certain – **discontinue, uncertain**
3. Write synonym word for – Blossom, Pretty – **bloom, lovely**
4. Give one word for – Sudden violent rush of wind – **gust**
5. Find the correct spelling – A. Musoorie B. **Mussoorie** C. Massoorie

Q.4 (c) Answer the following by selecting the correct option.

1. In e-mail communication, BCC stands for _____.
(a) Blank Carbon Copy (b) Blind Casual Copy (c) Blink Carbon Copy (d) Blind Carbon Copy
2. Which of the following is mandatory for sending an E-mail?
(a) Body (b) Sender's Mail id (c) Attachment (d) Subject
3. To send a received mail to another person, you need to _____ the message.
(a) Reply to (b) Forward (c) Reply All (d) Copy
4. What is the full form of E-mail?
(a) Electronic-mail (b) Electric-mail (c) Effective-mail (d) Efficient-mail

Q.4 (d) Answer the following by identifying the suitable option.

1. Conciseness in business communication means _____.
(a) Brevity (b) Appreciation (c) Vagueness (d) Authenticity
2. The Key points are written in which part of a formal letter.
(a) Heading (b) Body (c) Closing (d) Complimentary close
3. What is the correct way to write a Complimentary close in a formal letter?
(a) Your truly (b) Yours truly (c) Your's truly (d) Yours' truly

Q.5 (a) Identify Noun/s from the sentences given below.

1. The sun rises in the east. Sun, east
2. London is on the Thames. London, Thames
3. He had brown hair. Brown hair

Q.5 (b) Fill in the blanks by choosing the correct Adverb.

1. I have _____ been to the USA. (never, ever, sometime)
2. He _____ believes what I say. (always, already, rare)
3. We were _____ bored with the show. (quiet, quite, quit)
4. It rained _____ (heavily, heavy, heavier)

Q.5 (c) Astha Yagnik writes a Complaint Email to Anurag Electronic Distributors about her non-functioning purchased computer. Draft an E-mail on her behalf.

To: customercare@anuragelectronics.com
From: astha.yagnik@ymail.com
Subject: Complaint regarding non-functioning computer.

Dear Sir/Madam,

I, Astha Yagnik, bought an Apple computer from your Anurag Electronic Distributors.

I would like to inform you that the product I received is non-functioning. Please find attached with the mail a copy of the Order Invoice and warranty card of the computer system.

I hope that the non-functioning product is replaced within a week or that I am fully refunded for the same.

Thank you for your time and consideration.

Astha Yagnik
Dwarkadhish Society,
House No. 11,
Junagadh (Gujarat).

OR

Q.5 (a) Identify Noun/s from the sentences given below.

1. Dogs are very faithful animals. Dogs – animals
2. My mother works in a school. Mother – school
3. I heard the doorbell. – Doorbell

Q.5 (b) Fill in the blanks by choosing the most suitable Adjective from the given list.

(little, friendly, silk, second)

1. The _____ car in the row is mine. Second
2. He has _____ intelligence. Little
3. She bought a _____ dress. Silk
4. A _____ elephant pulled me out of the pit. Friendly

Q.5 (c) Aman Gupta, 24, Mangal Murti Society, Vadodara writes a request letter to The Chief Engineer, Torrent Power, Ahmedabad for granting him permission for Internship during his last semester. Draft a letter on his behalf.

Aman Gupta,
24, Mangal Murti Society,
Vadodara
To,
The Chief Engineer,
Torrent Power,
Ahmedabad

Subject: Letter of Permission for Internship

Respected Sir,

With reference to the above mentioned subject, this letter is to inform that I, Aman Gupta, student of XYZ institute, would like to say you that I want to do to my internship from Torrent Power for my experience and growth.

I have submitted my application to your respective organization for my internship and I believe that I am capable of doing this internship. I am a hard-working and sincere student. I am having a good academic record.

Lastly, I would like to request you please grant my permission so that I can learn more and enhance myself more from this internship. I would like to assure you that I will work hard and will work with all my dedication. Please do grant my permission. I will be highly obliged to you.

For any further information or queries, you can reach me at 9900000000 or through an email aman.gupta@gmail.com.

Thanking you...

Yours Sincerely,

Aman Gupta