

GUJARAT TECHNOLOGICAL UNIVERSITY

Communication Skills in English – 4300002

Answer Key – Summer – 2023

Date: 17/08/2023

Q.1 (a) Answer the following questions in one or two sentence.

(1) Define the term "communication".

Ans.: Communication is a process of exchanging message (information, ideas, thoughts, feelings and emotions) between sender and receiver.

(2) What is Extrapersonal level of communication?

Ans.: Communication between human being and non-human entities is extra-personal. Ex. Your pet dog wagging tail at you.

(3) What is downward communication?

Ans.: The flow of information from a higher level (superior) to a lower level (subordinate) in an organisation is known as downwards communication.

(4) What is barrier to communication?

Ans.: A disturbance that causes disconnection of sender and receiver is called barrier. This causes failure of communication.

Q.1 (b) Select the correct option.

(1) Communication is a part of _____ skill.

(a) short (b) **soft** (c) hard (d) tough

(2) The response to a sender's message is called

(a) **feedback** (b) sender (c) receiver (d) all of the above

(3) The person who transmits the message is called

(a) channel (b) **sender** (c) receiver (d) response

(4) An employee requesting for leave is _____ type of communication.

(a) **upward** (b) downward (c) horizontal (d) crosswise

(5) Expressions, postures, gestures are examples of _____

(a) verbal (b) **non-verbal** (c) written (d) none of the above

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

(1) I was absent. I was ill. (otherwise, therefore, because)

Ans.: I was absent because I was ill.

(2) This is the boy. Is my cousin. (which, who, whom)

Ans.: This is the boy who is my cousin.

(3) This is the grand place. Once the king lived here. (where, when, why)

Ans.: This is the grand place where once the king lived.

(4) You work sincerely. You will not get promotion. (if, unless, otherwise)

Ans.: You work sincerely otherwise you will not get promotion.

(5) This is the elephant. Has lost his cub. (when, where, which)

Ans.: This is the elephant which has lost his cub.

(6) I was very tired. I could not go out with my friends. (therefore, otherwise, because)

Ans.: I was very tired therefore I could not go out with my friends.

(7) You should work hard. You will get less marks. (unless, if, otherwise)

Ans.: You should work hard otherwise you will get less marks.

OR

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

(1) She made a life-size painting of the school. (present continuous tense)

Ans.: She **is making** a life-size painting of the school.

(2) I have been watching the bird make its nest every morning. (simple present tense)

Ans.: I **watch** the bird make its nest every morning.

(3) She was questioned by her mother about the broken window. (present perfect tense)

Ans.: She **has been questioned** by her mother about the broken window.

(4) I had gone to visit my grandparents. (Present continuous tense)

Ans.: I **am going** to visit my grandparents.

(5) They work long hours. (present continuous tense)

Ans.: They **are working** long hours.

(6) The old man lived alone (simple future tense)

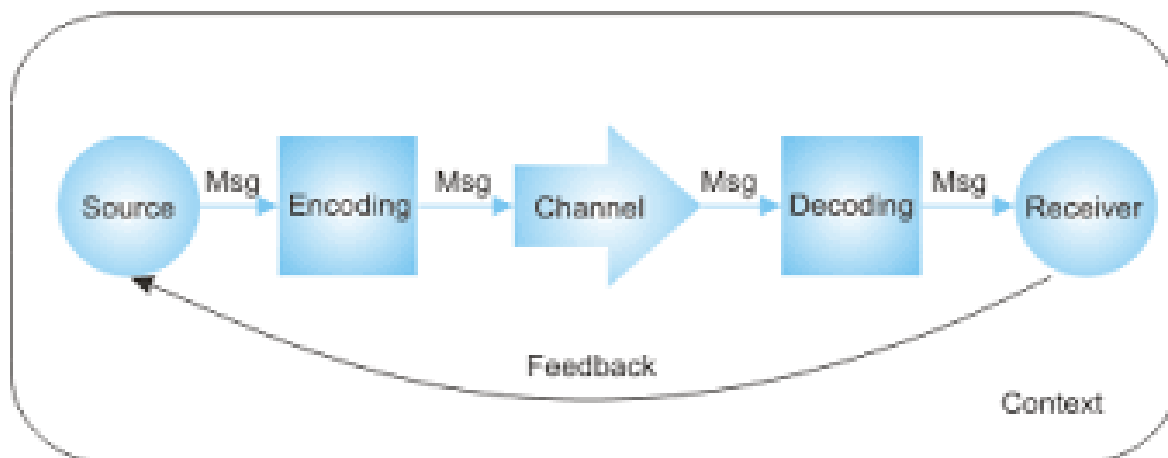
Ans.: The old man **will live** alone.

(7) That woman is a musician (simple past tense)

Ans.: That woman **was** a musician.

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

The Communications Process



Communication is a process of exchanging information, ideas, thoughts, feelings and emotions through speech, signals, writing, or behaviour. In communication process, a sender (encoder) encodes a message and then using a medium/channel sends it to the receiver (decoder) who decodes the message and after processing information, sends back appropriate feedback/reply using a medium/channel.

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

- (1) Anil called his brother to play with_____ (he, **him**, his)
- (2) _____are sorry for their misbehaviour. (You, **they**, we)
- (3) Ashish,_____have become irresponsible these days. (she, they, **you**)
- (4) How dare she call_____an idiot? (his, they, **her**)

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

- (1) Abhijit_____win the race if he works hard. (**can**, could, ought)
- (2) He_____join us today as he desires for it. (**may**, might, would)
- (3) _____I bring your book? (Shall, **may**, might)
- (4) _____you clean this table, please? (shall, should, **will**)
- (5) You_____be more careful this time. (**should**, could, might)
- (6) We_____have a raincoat as it's raining. (shall, **must**, would)
- (7) We_____help that poor woman. (may, might, **ought to**)

OR

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

Ans.: The process of communication has multiple barriers. The intended communication will often be disturbed and distorted leading to a condition of misunderstanding and failure of communication. The Barriers to effective communication could be of many types like linguistic, psychological, emotional, physical, and cultural etc. following are a few examples of each type:

1. Linguistic Barriers – use of jargons, acronyms, abbreviation, etc.
2. Psychological Barriers - stage fear, speech disorders, phobia, depression
3. Emotional Barriers - anger, frustration
4. Physical Barriers - closed cabins, noise
5. Cultural Barriers – values, thinking, beliefs
6. Semantic barriers – faulty translations, different interpretations

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

- (1) He/ always / dresses / neatly – SVA
- (2) The sun/ shines – SV
- (3) They/gave /me / tea – SVO
- (4) Sit /here – SVA

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

- (1) Stock market_____changing rapidly these days. (is, are)
- (2) I_____written a book. (has, have)
- (3) The taxi_____just arrived. (has, was)
- (4) In 1985, he_____studying in 12" standard. (were, was)
- (5) Ashraf_____visit the zoo next Sunday, (will, were)
- (6) They_____in Pune twenty years ago. (live, lived)
- (7) Shakespeare_____many sonnets and plays. (write, wrote)

Q.3 (a) Write short note.**(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) Describe the heaven imagined by the poet in the poem Where the Mind is without Fear.

Ans.: In his poem "Where the Mind is Without Fear", the poet Rabindranath Tagore prays to God for a country/society which each and every citizen, including himself, can consider a "heaven of freedom". This is because, the new country/society would be without prejudices and discriminations of class, caste, language, religion, etc.; would have individual freedom to follow one's preferred religion, food habits, etc. and the freedom to express one's opinions provided they do not hurt the sentiments of others; would ensure education and knowledge for everyone without prejudices of class, caste, gender, religion, etc.; would be hard-working, truthful, and passionate about achieving perfection; and would be purely rational and scientific instead of superstitious.

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

(1) The Ravine was _____

(a) **Deep** (b) shallow (c) flat (d) short

(2) What was Jimmy's last name?

(a) Brooks (b) Bennet (c) Carrington (d) **Wells**

(3) What season is it when the author visits the woods?

(a) Autumn (b) Summer (c) Spring (d) **winter**

(4) Who wrote the poem "Where the mind is Without Fear"?

(a) **Rabindranath Tagore** (b) Sarojini Naidu (c) R K Narayan (d) Jawaharlal Nehru

Q.3 c) Answer the following questions.

(1) Make a list of the wildlife the author sees in the woods.

Ans.: In the evening, walking through the forest, the writer comes across many animals and birds like, barking deer, pheasant, pine martens, red fox, langurs, etc. He even notices footprints of bear. Last but not the least, encounters leopard.

(2) Describe Bob's appearance.

Ans.: When Bob struck a match to light his cigar, the light showed a pale, square jawed face with keen eyes, and a little white scar near his right eyebrow. His scarf pin was a large diamond, oddly set.

(3) Where did the horse stop?

Ans.: The poem "Stopping by Woods on Snowy Evening" written by Robert Frost, talks of a person who is a horse rider and stops in the middle of jungle, between woods and frozen lake to see the woods covered with snow.

OR

Q.3 (a) Write short note.

(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 v/s 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) Answer the following questions in one or two sentence.

(1) What does the poet mean by 'ever-widening thought and action'?

Ans.: In the poem, "Where Mind is Without Fear", Rabindranath Tagore wants people to enrich their thinking day by day. Ever widening thought and action means we should not be narrow or shallow in our mentality. We should have a broad heart and a broad mind.

(2) Why did the author visit the ravine?

Ans.: The author is a great lover of nature. He often visits the ravine to get a feel of the nature and wild life. Even once in the story, he enters there with the intension of getting the view of Forktail's young ones.

(3) What agreement did Jimmy and Bob come upon twenty years ago?

Ans.: This story, titled as "After Twenty Years" is about two friends – Jimmy and Bob written by O' Henry. Jimmy and Bob agreed to meet each other after 20 years on the same place and time irrespective of any condition.

(4) How are the woods?

Ans.: The woods were 'lovely, dark and deep'. It was the whole atmosphere comprising of the beauty of the woods on a snowy evening, the darkness, the depth or density of the woods and the silence of the place.

(5) Describe the traits of the characters that the poet wishes to see in his countrymen.

Ans.: The qualities that the poet wants to see in his countrymen are fearlessness, self-dignity, knowledge, truthfulness, diligence, rationality and a broad-mind. These qualities are required if they are to enjoy their country's freedom to the fullest.

Q.3 (c) Answer the following questions.

(1) Describe 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) Describe Jimmy's patrolling as a guardian of peace.

Ans.: The story, "*After Twenty Years*", written by O' Henry has two main but contrasting characters namely, Bob and Jimmy Wells. Jimmy Wells is a well-built, handsome young man with elegant manners and impressive style.

The story begins at 10 with the description of Jimmy as policeman. The policeman moved along the street with impressiveness. He was looking smart and it was his nature style. He was keeping his alert eye on the people. He was trying at each door ensuring that it was closed properly. His strong figure with a slight swagger made him a fine picture of a guardian of peace.

(3) Write about the significance of "sleep" in the poem.

The woods are lovely, dark and deep,
But I have promises to keep,
And miles to go before I sleep,
And miles to go before I sleep.

The line “miles to go before I sleep” is the most famous in the poem, with lots of critics arguing over its repetition twice. It signifies the unfulfilled duties and responsibilities that need to be done while we are still alive. Sleep represents death and the poet, Robert Frost, writes clearly regarding unpredictable life in the dark forest but the certainty of sleep i.e. that is death.

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

1. _____ its paining badly. (Wow, Ouch, Oh)
2. _____ that feels wonderful! (Ah, Alas, Oh)
3. _____ he is dead now! (Eh, Hmm, Alas)

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

(1) Give one word for: The study of plants – botany

(2) Write synonym word for:

- Cheerful – happy, joyous
- Genuine – authentic, real

(3) Write antonym word for:

- Maximum – minimum
- Sorrow – joy

(4) Make a sentence using the word Optimist:

Ans.: He is an optimist.

(5) Find the correct spelling - Striving, Striveing, Strivinge

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

(1) Same email can be sent to multiple person by creating ...

(a) subject line (b) mailing list (c) inbox list (d) draft list

(2) E mail for business demand a formal and ...

(a) a matter-of-fact treatment (b) enquiry of trash (c) a matter of timing (d) informal treatment

(3) The file attached to an email is called the ...

(a) content (b) attachment (c) subject (d) BCC

(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

(5) An e-mail is ...

(a) an electronic letter (b) normal letter (c) mailing letter (d) internet letter

(6) Below "To" there are ...

(a) two more boxes (b) three more boxes (c) five more boxes (d) two and a half boxes

(7) In box you can fill in more number of people to whom you may want to send the copy of your e-mail.

(a) Cm (b) Cc (c) Cd (d) Ci

OR

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 bustling:

Ans.: I was bustling with curiosity.

(2) Give opposite word for:

- Friend – enemy, foe
- Smooth – rough

(3) Write synonym word for:

- Way – method
- Location – place, site

(4) Give one word for- A group of stars in the sky – **constellation**

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

(1) The most effective way of closing an e-mail is ...

(a) With a social message (b) With a clear actionable (C) Repeating the subject line (d) With a proverb

(2) In e-mail communication, CC stands for ...

(a) Confidential Copy (b) Cancelled Copy (c) Carbon Copy (d) Casual Copy

(3) 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

(4) What should the subject line include?

(a) Long and descriptive (b) Short and precise (c) A greeting (d) Does not matter

(5) Proofreading e-mails before hitting send is ...

(a) It can be done sometimes (b) Not important (c) A best practice (d) waste of time

(6) While writing a sample e-mail for the examination, abbreviation should be ...

(a) Included (b) **avoided** (c) formatted (d) revised

(7) The tone of your e-mails should be ...

(a) Very aggressive (b) It can be rude if not a client (c) Bossy and rude if you are writing to junior colleagues (d) **Polite and assertive**

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

(1) A **dog** likes to eat **bread**.

(2) **Mehul** likes to read Indian **story** always.

(3) A **man** was standing there.

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

(1) She sings _____

(a) beautiful (b) **beautifully** (c) in a beautiful way

(2) The exam was _____ easy.

(a) Surprises (b) Surprised (c) **Surprisingly**

(3) What you say is _____ wrong.

(a) total (b) very (c) **totally**

(4) _____, the boy hid himself behind a bush to befool his friends.

(a) **Occasionally** (b) sometimes (c) In some occasion

Q.5 (c) Imagine you are RAHUL/ RITA, a student of XYZ School, Surat. Write a letter to the principal of your school requesting him to give you one week's leave as your grandmother passed away last night.

Rita Mehta
Std. 9A
XYZ School
Surat.

Date: 20/10/2023

To
The principal
XYZ School
Surat.

Sub.: Request for one week's leave

Respected Sir,

I am writing this letter to inform you that my grand-mother has expired this morning due to old age. The whole family is in a state of grief and sorrow. My grandma was very dear to my heart therefore I am in a deep shock. Please take notice of my absence from school for one week. I assure you to join the school from next week onwards and do the needful to cover up the syllabus that I missed.

Thanking you...

Yours faithfully,
Rita Mehta

OR

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

- (1) A **mother's love** for her **children** never ends.
- (2) **Wild animals** live in **forests**.
- (3) Certainly, the **bread** is made of **wheat**.

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

(beautiful, nice, longest, successful)

- (1) Today, Deepika Padukone is the most **successful** actor.
- (2) Can anyone tell, which is the **longest** river in the world?
- (3) She is a **nice** girl.
- (4) According to most naturalists, lotus is the most **beautiful** flower.

Q.5 (c) On behalf of your polytechnic, you have to draft a letter to place an order for purchasing Physics Laboratory instrument.

Dr Dipali Shah
In-charge,
Physics Laboratory
ABC Polytechnic
Rajkot.

Date: 20/10/2023

To,
The Sales Manager,
Light House,
Main Road,
Noida.

Subject: An order for purchasing Physics Laboratory instrument.

Respected Sir / Madam,

This is with reference to your quotation dated 12th October 2023. We are pleased to inform you that our management has decided to place an order with your firm. We want to place a bulk order to you for the supply of lab equipment. We found your quotation the most competitive and would love to place an order. The list of the equipment with their particulars is attached here with:

- Apron - 200 pieces
- Arc Indicator - 50 pieces
- Cellophane paper - 100 pieces
- Chemicals Dichlorophenol, endophenol 5 gm - 60 bottles
- Droppers - 100 pieces
- Funnel - 100 pieces
- Glass Bell Jars - 50 pieces

The defected or broken pieces should be immediately returned. The cheque of 80% CWO is attached herewith. Kindly acknowledge the receipt and ensure that the order reaches us within a week.

Thanking you,

Yours faithfully,

Dr Dipali Shah,

Encl.: Cheque no. 1234