

GUJARAT TECHNOLOGICAL UNIVERSITY

Communication Skills in English – 4300002

Answer Key - Winter-2023

Q.1 (a) Answer the following questions. (Any three)

1. What is verbal communication?

Ans.: Verbal Communication involves the use of language and words for the purpose of passing on the intended message.

2. How many steps are there in communication cycle?

Ans.: There are six steps in communication cycle. (Sender, encoder, channel, decoder, receiver and feedback)

3. How many types of communication are there? Which?

Ans.: On the basis of the communication channels, types of communication are:
A. Verbal B. Non-Verbal C. Visual

4. What is communication barrier?

Ans.: Any particular reason why intended communication fails is called communication barrier.

5. What is the channel suggested in communication cycle?

Ans.: In Communication cycle, channel is the signal carrier or medium.

Q.1 (b) Choose the correct options. (Any four)

1. The woods are filled with...

(a) wind (b) rain (c) sunlight (d) snow

2. According to the officer, the restaurant existed till.....

(a) 5 years ago

(b) 15 years ago

(c) 10 years ago

(d) 20 years ago

3. Who wrote the poem *Where the Mind is without Fear*?

(a) Rabindranath Tagore

(b) Sarojini Naidu

(c) R.K.Narayan

(d) Jawaharlal Nehru

4. Who visited the stream regularly?

(a) The Forktail

(b) The Leopard

(c) The Tiger

(d) The Peahen

5. How many minutes did Bob wait for his friend?

(a) 20 (b) 10 (c) 15 (d) 45

Q.1 (c) You are Amit Patel living at C-207, Shastri Nagar, Vapi. Street lights in the area have not been working for the last six months leading to accidents and a rise in unsocial activities. Write a letter to the General Manager of the Electrical Corporation of your city complaining about this problem.

Amit Patel

C-207,

Shastri Nagar,

Vapi

20th February, 2023

To,

General Manager

Electrical Corporation

Vapi

Subject: Complain regarding non-working street lights for last six months

Respected Sir / Madam,

I am the resident of Shastri Nagar, Vapi and I want to bring to your attention that residents in our locality are facing problems of poor street light conditions.

We do not feel safe crossing the roads at night and walking in the evening because it is dark on the road. Darkness is an advantage for thieves, which makes it difficult for us to go anywhere with the house locked. Most residents here are elderly and retired employees. Single ladies and girls fear to go anywhere in the night as there is no proper street light. Due to poor street light accidents are happening over the road. People have to carry torches with them to pass the road.

I request on behalf of the residents please kindly take necessary steps as soon as possible and get the street lights repaired or replaced, for the convenience of the locality.

Thanking you...

Yours faithfully,

Amit Patel

OR

Q.1 (c) On behalf of your college, you have to draft a letter to place an order for purchasing laboratory instruments.

Dr Nisha Khanna
ABC Government Polytechnic,
Rajpat Nagar,
Ahmedabad.
20th February, 2023

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

Subject: Order Placement for laboratory instruments.

Respected Sir,

This is with reference to your quotation dated 05th Feb. 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 laboratory instruments. We shall not settle for less than 20% discount on the purchase of the laboratory instruments.

Besides, we hope to get another 5% special discount that is usually granted to the institutional buyers. The list of the instruments 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 payment will be made after the delivery of the above mentioned instruments. Kindly ensure that the order reaches us within a week.

Thanking you,

Yours faithfully,

Dr Nisha Khanna

Q.2 (a) Explain 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.2 (b) Describe the valley where the leopard lived.

Ans.: “The Leopard” is a very beautiful story written by Ruskin Bond. He is known for his children’s wright-up and concern for nature. This story is also one such where the depiction begins with the description of a valley where the leopard lived.

The valley (ravine) 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: only milkmen and charcoal-burners from the surrounding villages. As a result, this valley had become a little haven of wildlife, one of the few natural sanctuaries left near Mussoorie, a hill- station in northern India.

Q.2 (c) Answer the following questions.

1. What was the hunter's advice to the author?

Ans.: The author met a party of hunters one day in the forest. They informed the author regarding a leopard over there. 'There's a leopard about,' they told him and advised, 'You should carry a gun.'

2. What used to be there in the place of that shop twenty years ago?

Ans.: Clarifying the policeman regarding the place of appointment, the stranger explained that Twenty years ago, when the appointment was made, there used to be a restaurant where this store stands, named 'Big Joe' Brady's restaurant.

3. Why had the ravine become a little heaven for 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.

4. Whose note was handed over to Bob in the end?

Ans.: The policeman in the plain clothes arrested Bob and asked him to come to the police station and before that, he handed him a note to be read. He mentioned that it is from a patrolman called Wells. The note was sent by Jimmy wells, his best friend, now a policeman.

5. 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".

6. What does the poet says about the owner of the woods in the poem *Stopping by Woods on a Snowy evening*?

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.

7. At what time the story *After Twenty Years* begins?

Ans.: In the very first paragraph of the story, *After Twenty Years*, a patrolman is introduced and he is on his duty. The streets are mostly depeopled and with this it's mentioned that it's hardly 10 but the weather is snowy. So, it begins around 10 at night.

OR

Q.2 (a) Describe the heaven imagined by the poet in *Where the Mind is without Fear*.

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.2 (b) Write a note on Bob's appearance.

Ans.: The story, *After Twenty Years*, has two main but contrasting characters namely, Bob and Jimmy Wells. Bob is young and overambitious with a materialistic mentality. In the beginning of the story, both the characters meet at a darkened hardware store and they hardly could see each other's face.

But at one moment, the man in the doorway, Bob, struck a match and lit his cigar. This was the time when the policeman noticed his appearance. 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.

Q.2 (c) Answer the following questions.

1. When and how did Bob realize that the tall man was not his friend?

Ans.: When the two walked on, hand in hand, at the corner stood a drug store, brilliant with electric lights and both of them turned simultaneously to gaze upon the other's face. Bob immediately realized that the tall man was not Jimmy from the shape of his nose.

2. Why was Bob under arrest?

Ans.: Throughout the story, there is no mention what kind of crime Bob has committed. The policeman in plain clothes who arrested Bob simply mentioned that Chicago police informed regarding Bob's arrival to New York and wired them that they want to have a chat with Bob.

3. Why didn't author's approach disturb the birds and animals?

Ans.: The author used to have a walk daily in the forest and as he had not come to take anything from there, the birds and animals soon grew accustomed to his presence; or possibly they recognized his footsteps. After some time, his approach did not disturb them.

4. What kind of freedom does the poet desire for his country?

Ans.: Towards the end of the poem, the poet, Rabindranath Tagore talks about heaven of freedom. Where the mind of people is guided by conscience; the inner self that represents the God within us. Alongside, the thoughts and actions of these people should be ever widening – all inclusive, so that they think and work for all not only for the “self”.

5. 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.

6. What are the sights and sounds that the poet experiences in the woods?

Ans.: The poet is tempted to stay in the forest because the scene of the snowfall in the dark evening is too appealing. The woods are filling with the snow with the sight of frozen lake and the only sound of downy flake.

7. When did Bob realize that the tall man he had met was not Jimmy Wells?

Ans.: When the two walked on, hand in hand, at the corner stood a drug store, brilliant with electric lights and both of them turned simultaneously to gaze upon the other's face. Bob immediately realized that the tall man was not Jimmy from the shape of his nose.

Q.3 (a) Join the sentence using appropriate connector.

1. The crystal glass is _____ the showcase. (of, **on**, at)
2. Gujarat is _____ Rajasthan and Maharashtra. (from, toward, **between**)
3. The person _____ is in black suit is my uncle. (whom, which, **who**)

Q.3 (b) Fill in the blanks using proper preposition.

1. He felt bad _____ no reason at all. (**for**, against, of)
2. Have you heard _____ the accident? (at, **about**, from)
3. Do you prefer coffee _____ tea? (than, to, **or**)
4. Tina fell _____ the ladder. (out of, **off**, on)

Q.3 (c) Write 10 sentences what you did during last vacation using Simple Past Tense.

I spent my last summer vacation at my home with my parents. We didn't go on any tours and trips. I played a lot with my friends and finished my summer vacation homework. Even I completed my homework while having fun with my friends. Plus, I did 2 summer classes to enhance my skill set. There I met a few new people. Made new friends too. They belonged to different age groups and study area. It was an amazing experience. I enjoyed this break a lot.

OR

Q.3 (a) Fill in the blanks using appropriate adjective or adverb.

1. You have _____ sense. (yes, **no**, right)
2. She is _____ girl. (beauty, beautiful, **beautify**)
3. Biren looked _____ nervous. (some, **quiet**, loudly)

Q.3 (b) Fill in the blanks with proper auxiliary verb.

1. _____ you like something to drink? (may, might, **would**)
- 2 All students _____ wear uniform. (can, **must**, could)
3. The sky is dark; it _____ rain today. (**may**, must, can)
4. _____ I come in? (should, must, **may**)

Q.3 (c) Write 10 sentences regarding your daily routine in Simple Present Tense.

My name is Sheetal. Let me tell you about my daily schedule. I wake up daily early in the morning. I brush my teeth and take bath. I eat my breakfast with coffee. I read for a while. I get ready for college around 10. I reach college by 10.30. I have my sessions till 5. I return home by 5.30. I play games with my friends for an hour. I complete my college works until dinner gets ready. I dine with my family and spend some quality time. I go to bed by 11 pm.

Q.4 (a) Identify the interjection in the following sentences.

1. **Hush!** Don't murmur.
2. **Hello!** My name is Krishna.
3. **Hurrah!** Tomorrow is holiday.

Q.4 (b) Rearrange the jumbled words to make meaningful sentences and punctuate them.

1. rest /take /some

Ans.: Take some rest.

2. baked /yesterday /a cake /mother /my

Ans.: My mother baked a cake yesterday.

3. finish /well /homework /my/ in time /I

Ans.: I finish my homework well in time.

4. book /whose /this /is

Ans.: Whose book is this?

Q.4 (c) Fill in the blanks using appropriate form of the verb.

1. My friends **are going** to Delhi next week. (go)

2. Let him **watch** TV. (watch)

3. The sun **gives** us light and heat. (give)

4. Keyur **studied** in my school last year. (study)

5. Listen, someone **is crying** outside. (cry)

6. The flight has not **arrived** yet. (arrive)

7. She **went** to England in 2018. (to go)

OR

Q.4 (a) Use appropriate noun or pronoun.

1. Shweta called her brother to play with_____ (she, **her**, his)

2. How dare she call _____ an idiot? (his, they, **him**)

3. Gujarat is a _____ (country, **state**, district)

Q.4 (b) Identify the pattern of the following.

1. Kalpana cooks very well. (SVO, **SVA**, SVC)

2. Close the window. (**SVO**, SVA, SV)

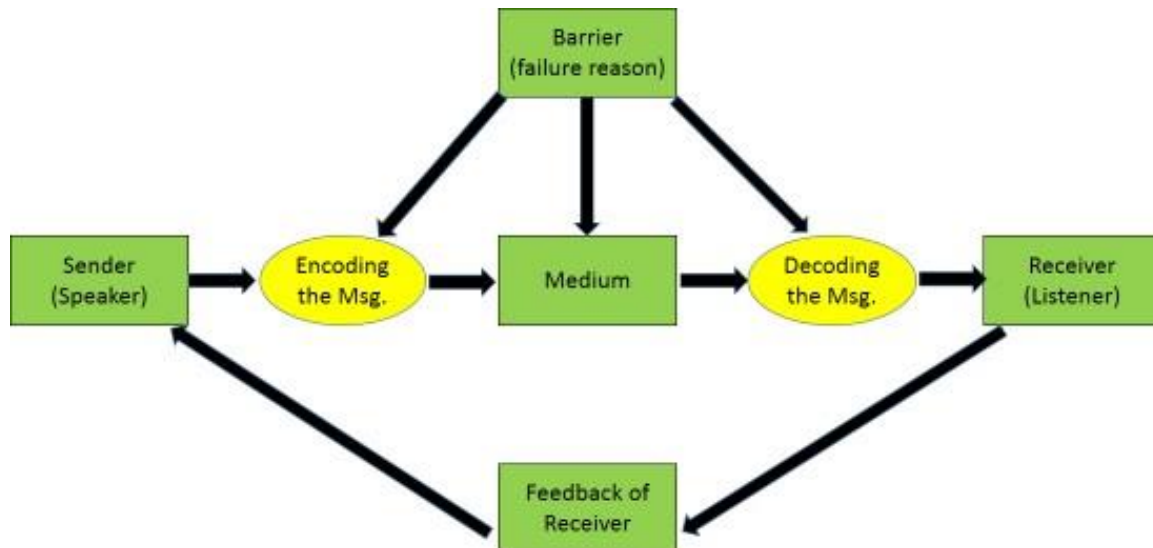
3. She cried. (SVO, SVA, **SV**)

4. Her dress appears new. (**SVC**, SVA, SVO)

Q.4 (c) Fill in the blanks using right verb.

1. The police_____arrested the culprits. (are, is, **have**)
2. There_____a temple near the hospital. (have, had, **is**)
3. The girls_____playing cricket. (**were**, had, was)
4. She, not you_____given the right answer. (was, is, **has**)
5. Either the captain or the bowler_____at fault. (**is**, was, are)
6. Some more milk_____needed. (**is**, are, were)
7. A little dust_____visible. (**is**, have, are)

Q.5 (a) Discuss the communication cycle



The cycle includes minimum above mentioned things.

1. **Sender:** A person transmits message
2. **Encoding:** It is a process that happens on the part of sender who converts his/her ideas or thoughts into a way of expression to let the receiver understand it.
3. **Medium / Channel:** After the process of encoding, the sender selects a medium / channel through which he would pass on the encoded message to the receiver.
4. **Receiver:** A person who receives the message conveyed by the speaker.
5. **Decoding:** It is a process that happens on the part of receiver (listener) who tries to understand the message delivered through a medium.
6. **Barrier:** This can be called noise or any obstruction because of which proper message could not be understood by the receiver.
7. **Feedback:** Feedback is the response of the receiver.

Q.5 (b) Describe the types of communication.

Ans.: On the basis of the communication channels, types of communications are:

A. Verbal B. Non-Verbal C. Visual

Verbal Communication:

This 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. But, in the context of types of communication, verbal communication can be in the spoken or the written form. Thus, the verbal form may be oral or written.

Non-Verbal Communication:

In this type of communication, messages are relayed without the transmission of words. The messages here are wordless messages. This form of communication mainly assists verbal communication. It supplements it with gestures, body language, symbols, and expressions.

Visual:

Visual communication is the transmission of information and ideas using symbols and imagery. It is believed to be the type that people rely on most, and it includes signs, graphic designs, films, typography, and countless other examples. Visual communication can be represented in the form of a graph, a map, a chart, a Venn diagram, a pie chart, a model, a table, or even multimedia like gifs, videos, and images.

Q.5 (c) You are In-charge of Physical Education in your school, Sardar School, Motera, Ahmedabad. Write an email to Messrs Pioneer Sports Co., Mumbai, placing an order for a minimum of 4 sports items with details, asking for the discount also.

To: messrs.pioneers@ymail.com

Subject: Order for sports items

Sir,

I am Ravi Saxena, In-charge, Physical Education, Sardar School, Motera, Ahmedabad. I would like to place an order for the following sports items and accessories.

- Volleyball nets 6 pieces
- Cricket bats 4 pieces
- Tennis racquets 4 pieces
- Tennis balls 2 pieces

- Footballs 6 pieces
- Leg-guards 12 pieces
- Gloves 6 pairs

We expect a reasonable discount which you allow for educational institutions. Make sure the items are of high quality. Please despatch the above items at earliest. The payment would be sent through bank draft within a week after the supply is received.

Thanking you...

Yours sincerely,

Ravi Saxena
In-charge
Physical Education
Sardar School,
Motera, Ahmedabad.

OR

Q.5 (a) Write a note on types of barriers for communication.

Ans.: The process of communication is a bit complicated as it involves two different persons that might have nothing in common. Sometimes the intended communication doesn't take place and that may happen due to different reasons. The message sometimes gets distorted in the process that results into miscommunication. One may list many barrier depends on the selection of medium; however, here we will discuss a few major ones.

1. Physical barriers.
2. Psychological barriers.
3. Emotional barriers.
4. Cultural barriers.
5. Linguistic barriers.
6. Technical barriers.
7. Attitude barriers.

Q.5 (b) Explain non-verbal communication.

Non-Verbal Communication:

In this type of communication, messages are relayed without the transmission of words. The messages here are wordless messages. This form of communication mainly assists verbal communication. It supplements it with gestures, body language, symbols, and expressions. You can control and guide the communication if you control and guide the non-verbal communication. Some of the modes of non-verbal communication are:

Physical Non-verbal Communication:

This is the sum total of the physically observable. For instance, hand gestures, body language, facial expressions, the tone of one's voice, posture, stance, touch, gaze, and others. Several researchers have revealed that physical nonverbal communication constitutes about 55% of our daily communications.

Paralanguage:

This is the art of reading between the lines. The main kind of such communication is done with tone of voice, the style of speaking, voice quality, stress, emotions, or intonation serves the purpose of communication.

Q.5 (c) Mr Janak Bhatt writes an email to amazingkart.com requesting them to replace the mobile phone he has purchased as the piece is not working properly. Draft an email on his amazingkart@zmail.com on his behalf in about 100 words.

To: amazingkart@zmail.com

Subject: Complaint regarding non-working mobile handset

Dear Sir/Madam,

I, Mr. Janak Bhatt, bought an Oppo A81 mobile handset from your online Amazing page.

I would like to inform you that the product I received is not working properly. Please find attached with the mail a copy of the Order Invoice and screenshots of the non-functioning mobile handset.

I want a replacement with the same piece and I hope that the product is replaced within a week.

Thank-you for your time and consideration.

Yours truly,

Mr. Janak Bhatt

Dwarkadhish Society,

House No. 11,

Jamnagar (Gujarat).