

Seat No. : _____

XO-108

March-2013

B.Sc. (Fire & Safety) Semester-II

COMMUNICATION SKILLS

Time : 3 Hours]

[Max. Marks : 70

1. (A) What are the barriers to effective communication ? Discuss in brief. **7**

OR

Discuss the importance of communication and process of communication in brief.

- (B) Explain the advantages and disadvantages of verbal communication. **7**

OR

What is the importance of written communication ? Explain any one example of it.

2. Write short notes on any **two** from the following : **14**

(a) Oral Communication

(b) Sign Language

(c) "Reading maketh a man perfect"

(d) Upward Communication

3. (A) Draft an e-mail to the manager of "Oxford Computer Solutions" requesting him to send configuration for latest laptop. **7**

- (B) Write a letter to your friend inviting him to join your brother's wedding ceremony. **7**

4. Draft an application for the post of an assistant fire safety manager in a paper mill. **14**

OR

Vishal Shah, 27/8, Labh Society, Nr. Rosy Hotel, Naranpura, Ahmedabad applies for the post of a librarian in Tulip High School. Draft the application.

5. Choose the correct option from those given below, fill up the blank and complete the sentence.

14

- (1) According to _____, "Reading maketh a man perfect."
 - (a) Kaneith
 - (b) Diccan
 - (c) Bacon
 - (d) Martian
- (2) In an e-mail 'CC' means
 - (a) carbon copy
 - (b) copies circulated
 - (c) Courtesy copies
- (3) Flows of communications which goes from lower to upper level is called _____ communication.
 - (a) grapevine
 - (b) crosswise
 - (c) upward
 - (d) downward
- (4) Communication is not complete without _____.
 - (a) feedback
 - (b) channel
 - (c) message
 - (d) idea
- (5) The American method of writing date is known as _____.
 - (a) cardinal number
 - (b) ordinal number
 - (c) Anglo-American numbers
- (6) The block form address is considered.
 - (a) traditional
 - (b) modern
 - (c) outdated
- (7) Gestures are movements of _____.
 - (a) body
 - (b) eye
 - (c) hand
 - (d) clothing
- (8) There is an instant and continuous feedback in _____.
 - (a) oral
 - (b) written
 - (c) reading
 - (d) listening

- (9) Which is the most common medium of communication ?
- (a) memo (b) circular
(c) letters (d) reports
- (10) Audio-visual aid may be used in _____.
- (a) telephone
(b) presentation
(c) face to face conversation
(d) interview
- (11) Tone, volume and pitch are part of _____.
- (a) sign language (b) para language
(c) time & space language (d) body language
- (12) Colour usually has a _____ effect.
- (a) literacy (b) psychological
(c) emotional (d) visual
- (13) _____ is the fastest way of communication.
- (a) written (b) listening
(c) electronic (d) reading
- (14) Interview and meeting are part of _____ communication.
- (a) electronic (b) verbal
(c) non-verbal (d) none of these
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