

D.K.M. COLLEGE FOR WOMEN (AUTONOMOUS), VELLORE – 1**SEMESTER EXAMINATIONS****APRIL - 2017****12SEN2A*****SOFT SKILLS FOR LINGUISTIC COMMUNICATION*****Time: 2 Hrs****Max. Marks: 50****SECTION – A (10 X 2 =20)****Answer ALL the questions.**

1. Write down two differences between the ability to listen and the ability to read.
2. Write whether the sentences below are executive instructions (EF) or instructions to be followed (IF).
 - i) Bring down the electricity bill to 5000 rupees.
 - ii) Switch off all lights, fans and equipment before you leave.
3. Read the following sentences and mark (Q) if they are questions and (R) if they are requests.
 - i) Where is the post office?
 - ii) Would you please tell me how to use this apparatus?
4. Fill in the blanks:
 - i) In using communication skills, with public you treat them as a _____
 - ii) Communication skills with supervisors are marked by _____, _____ and _____.
5. Define a kernel sentence and give an example for it.
6. Write whether the verbs in the following sentences are transitive (or) intransitive.
 - i) I like Sachin
 - ii) Uma travels often.
7. Write whether the replies in the following dialogue express curt (or) courtesy.
 - i) Rupa : Shall we play caroms?
Suja: Yes.
 - ii) Renuka: Could I borrow your mobile to make a call?
Susan : You're most welcome.
8. What is eye contact?
9. Which professionals use eye contact the most?
10. Double the consonants for the words given below while adding 'ed' and 'ing' where necessary.
 - i) Fund ed ing
 - ii) Plot ed ing

SECTION – B (3 X 10 =30)**Answer any THREE of the following questions.**

11. i) Read the telephonic conversation between the receptionist and the caller and document the message.

Receptionist : Good Morning! This is Sangetha Traders. How may I help you?

Caller : Could I talk to Rajendra Agarwal, please?

Receptionist : He has gone out for a meeting can I take a message?

Caller : I am Deepak and I would like to meet Rajendra Agarwal. I also want to invite him for my son's birthday party.

Receptionist : Does Rajendra Agarwal have your contact number?

Deepak : Yes, indeed.

Receptionist : I will definitely place a note on his table.

Deepak : Thank you very much. Bye.

Receptionist : You are most welcome.

ii) Write a dialogue between Shalini and Rupa using the hints given below.

Shalini is a data entry operator and receptionist in Surat computers. She receives a call from, Rupa, the general Manager of Shafi telecom. Rupa wants to meet Edward, the General manager regarding a product presentation. Shalini says Edward is out of town and would return only after three days Rupa agrees to make a call after three days.

12. Write a user's manual for others to follow by choosing any office (Or) domestic equipment appliance.

13. Read the following extract about the population in Vellore and transcode the information into a table and bar graph.

Vellore remained a small town till the turn of the 20th century. The population was less than a lakh till 1950 and it moved up steadily to reach 2 lakhs in 1970. As a result of increase in road and rail transport, it increased to 3 lakhs in 1980 and touched 0.5 million at the turn of the millennium. Now the population in 2010 stands at 1 million.

14. Write a resume applying for the post of teacher in a reputed institution, developing under the heads of personal details, education, strength, skills, experience and References.

15. Read the passage and say whether the following statements about the passage are true or false Give reasons in support of your answer.

Mumbai is the head office of Jithin mines, a company involved in producing carved marble stones brought from Rajasthan.

i) Jithin Mines has an office in Rajasthan.

ii) Jithin Mines has a mining unit in Mumbai.

iii) While Jithin Mines has its office in Mumbai, all their mining work takes place in Rajasthan.

iv) Jithin Mines are a good profit making company.

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