

**M.Tech. IN ADVANCED INFORMATION
TECHNOLOGY – NETWORKING AND
TELECOMMUNICATION (MTECHTC)**

Term-End Examination

December, 2014

00224

MIN-001 : LIFE SKILL DEVELOPMENT-I

Time : 3 hours

Maximum Marks: 100

Note :

- (i) *Section I is compulsory.*
- (ii) *In Section II, answer any five questions. All questions carry equal marks.*
- (iii) *Italicized figures to the right indicate maximum marks.*

SECTION I

1. Answer the following : 15+15

- (a) Write a notice to the staff of your organization telling them about a big contract the company has signed. Explain the importance of the order and thank them for the part played by them. Inform them about the celebration in the office.

- (b) Write a circular for the employees of your company informing them about an orientation programme organized to gain proficiency in Hindi as an endeavour towards the promotion and development of our national language as well as to facilitate communication and correspondence for the non-Hindi speaking employees.

SECTION II

2. Write a letter as shown below : 14

Write a letter to a foreign associate of your company who is visiting your company in the near future with a view to discuss a new business project, which your company can undertake together. Please include the following points in your letter :

- (i) Welcoming the visit and expressing the interest
 - (ii) Summarizing your company's activities
 - (iii) Suggesting how your company can cooperate on the project
 - (iv) Proposing a convenient time for the visit.
3. What is the difference between listening and hearing ? State the importance of listening in communication. What are the major obstacles to listening ? How can you overcome them ? Give suitable examples. 14
4. What are the top ten personal qualities employers seek ? How important are communication skills ? What role do they play ? How can you overcome the fear of public speaking ? Explain with examples. 14

5. Write a complaint letter to MP Staffing Services for the cleaning staff provided by them to your company. Write about the unhygienic cleaning services provided by the staff, the action you want them to take against the staff and in future if it persists, what action would you be taking against the provider company. 14
6. Write a report in about 200 words. 14
- Write a report to the head of the department of your institute regarding the mini project completion of your research.
7. How do the 7Cs of effective communication help in business communication ? 14
-