

MCA (Revised)

Term-End Examination

December, 2010

MCS-015 : COMMUNICATION SKILLS

Time : 2 hours

Maximum Marks : 50

Note : Attempt all questions.

1. Read the following passage and answer the 10 questions that follow :

Good interviews are usually the result of good preparation. Your basic list of questions is a good starting point, but you will probably need to adapt it for the particular person you are interviewing. Personal interviews are different from other sources of information because they are informal and - for the person interviewed - unprepared. If you are writing an article for a magazine or even a memo for internal use in your organization, you usually give some thought to the fact that once it leaves your computer or printer you have no more control over it. So you make sure that the words on the page reflect accurately what you want to say ? Speech isn't like that and as a result people sometimes say in interviews things they

wouldn't dream of committing to paper. This has advantages and disadvantages for the interviewer. It may mean that you get information and insights that are uncensored by any 'official' view. On the other hand you may be told things that on further reflection, the speaker would amend or rephrase. If in doubt, you should check that a particular statement truly reflects the speaker's views and experience.

(John Seely, Writing Reports)

- (a) What do you think is the topic of the passage? Tick the correct answer. 1
- (i) working with human informants
 - (ii) getting uncensored information
- (b) How is it possible to get the true opinion or response from the interviewee? 2
- (c) What is the basic difference between writing one's thoughts and giving an oral response? 2
- (d) Do you think one should use all the information that one obtains in an interview? Why/Why not? 2
- (e) How can an interviewer get the information he/she requires? 1
- (f) Use the words 'adopt' and 'adapt' in sentences of your own to show the difference in their meanings. 2

2. Do as directed.

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- (a) The Board meeting is held _____
(each/every) six months. (Select the correct word)
- (b) The new machinery is _____
(expensive) than the one we purchased a year ago. (Use the comparative form of 'expensive')
- (c) Q : _____
A : About fifteen minutes. (form a question)
- (d) She brought a black plastic small bag with her. (Put the adjectives in the correct order.)
- (e) We struggled for a long time but we failed _____ (find) a solution to the problem
(preposition + correct form of verb)

3. You are making arrangements for a meeting. You have negotiated with the seller and agreed upon the price of Rs. 250/- per folder (to be given to each participant). The folder would have *two pockets* inside, a *cloth covering* with *velcro fastening*. 10

Write a letter to the sellers Mahima creations, Pitambar Road, Barielly, U.P. confirming the agreement and the specifications and placing an order for 80 folders in different colours.

4. You are Rizwan Aslam. You have a B.Sc. in Computer Applications with a Diploma in tourism from IGNOU.

Apply to paragon, Tours and Travels, 10+5
23, Link Road, Navi Mumbai for the post of a booking executive. Mention a few other qualities of yours that would be helpful for this position/job. Prepare a CV along with the application.

5. Using the information given in the box below write a memo to your Boss regarding a one day national conference to be held a few months from now. 10

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|----|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Agenda of the :
meeting | What would be the proceedings ?
Who will make the presentations ?
How long will be the presentations ?
Breaks for refreshment and lunch. |
| 2 | Correspondence : | Who will send letters of invitation and correspond with different agencies ? |
| 3 | Venue : | Selection and setting up of the venue. |
| 4 | Lunch and Dinner : | What would be served for lunch ?
Where will the official dinner be organised ? What refreshment will be served ? |
| 5 | Airport : | Who will arrange for airport pick up and drop ? |
| 6 | Hotel : | Which hotel should be reserved ?
Who will make the reservation ? |
| -7 | Local travel : | Travel within the city and who will look after it. |
| 8 | Rapporteur : | Who will write the minutes ? |