

**MCA (Revised)**

**Term-End Examination**

**June, 2010**

09034

**MCS-015 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Marks : 50*

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*Note : Attempt all questions.*

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1. Read the following passage and answer the questions given below :

Mind you, I have often found that those using such arguments forget that science itself does not make discoveries purely by means of scientists exercising their powers of reasoning. Science makes progress through uncertain steps ; it doesn't proceed from certainty to certainty but out of hypothesis that spring from intuition and which are then explored through experiments (And even when those experiments appear to confirm the original hypotheses, this by no means necessarily means that definite conclusions can be drawn from them.) Einstein once wrote : 'The fairest thing we can experience is the mysterious. It is the fundamental emotion which stands at the cradle of true art and true science.' Of course,

Einstein was not denying the importance of reason, and nor would I suggest that reason was unimportant to him, but it would appear that for him there was more to the workings of science than pure reason. Although I hesitate to interpret Einstein's thought, to my mind he seems to be acknowledging that we can all experience the mysterious, that which is beyond reason.

(Mark Tully, 'India's unending Journey')

- (a) What is the point that the author is making in this paragraph? Tick the correct answer. **1**
- (i) Science is a mysterious phenomenon
  - (ii) Science does not depend upon pure reason alone.
- (b) What arguments would have been put forth by people, to which the author's responding in this paragraph? **2**
- (c) How does science make progress? **1**
- (d) Can everything be worked out and the outcome predicted? Why/why not? **2**
- (e) How can we say that science does not depend only upon pure reason? **2**
- (f) Use the word 'reason' as a noun and as a verb in sentences of your own **2**
2. Do as directed. **5**
- (a) The grass is all wet. It \_\_\_\_\_ (must have/could have) rained while we were sleeping. (Select the correct modal).

- (b) You \_\_\_\_\_ (warn) not to repeat such a mistake in future. Any future occurrence will cost you dearly. (Use correct form of the verb)
- (c) Radha told me about her job \_\_\_\_\_ (that/which) she is enjoying very much.
- (d) Everyone \_\_\_\_\_ (congratulate) Ali \_\_\_\_\_ getting the first position. (Use correct form of the verb + correct preposition)
- (e) The roads were damaged in the rains in 2007. They have not been repaired \_\_\_\_\_ then. (Use suitable word).

3. Develop a telephonic conversation based on the information provided in the table. Remember to begin with greetings. **10**

Information required by Mrs. Rana	Information provided by the executive at the Sales Division of 'Talk well Telephones'
(a) New models available	(i) Two new models TW 1104 and TW 1120 with handsets
(b) Price of the telephone with handset	(ii) TW 1104 for Rs. 2000/- and TW 1120 with more features for Rs. 2800/-
(c) Teleconferencing facility	(iii) Available
(d) Memory	(iv) Can store upto 50 numbers

4. You are Akhilesh Chauhan. Write an application to Mr. Pravin Lobo, XYZ Publishing Co. Post Box : 4120, New Delhi for the post of Senior Sales Executive in Rajasthan. Your details are given below. **10+5**  
Also prepare your CV in the correct format.

(a) Residential Address :	24, Tilak Nagar, Jaipur Rajasthan
(b) Qualifications :	B.Com, Diploma in Sales and Marketing
(c) Languages Proficient in :	Hindi, English, Marathi and Sindhi
(d) Experience :	2 years in selling academic books for a reputed publishing firm
(e) Interests :	Travelling meeting people
(f) Others :	Hardworking

5. The Heads of four divisions of an electronics company, namely Personnel, Production and Assembly, Sales and Marketing and Maintenance meet for a discussion on the after effects of the global slow down. **10**  
Sales have dropped and the funds have been reduced to 60% of what was received in the previous year. They discuss the possibilities of managing the situation and outcomes of the global slowdown. Write the text of the discussions.