



WINTER – 2015 EXAMINATION

MODEL ANSWER

Subject: Communication Skills

Subject Code: 17201

Important Instructions to examiners:

- 1) The answers should be examined by key words and not as word-to-word as given in the model answer scheme.
- 2) The model answer and the answer written by candidate may vary but the examiner may try to assess the understanding level of the candidate.
- 3) The language errors such as grammatical, spelling errors should not be given more importance. (Not applicable for subject English and Communication Skills.)
- 4) While assessing figures, examiner may give credit for principal components indicated in the figure. The figures drawn by the candidate and those in the model answer may vary. The examiner may give credit for any equivalent figure drawn.
- 5) Credits may be given step wise for numerical problems. In some cases, the assumed constant values may vary and there may be some difference in the candidate's answers and the model answer.
- 6) In case of some questions credit may be given by judgment on part of examiner of relevant answer based on candidate's understanding.
- 7) For programming language papers, credit may be given to any other program based on equivalent concept.

Model Answer

Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.	a)	<p>Attempt any <u>TEN</u> of the following questions in 25-30 words: Define Formal communication. Ans: The communication in which certain norms, rules and regulations are followed is known as formal communication.</p> <p style="text-align: center;">OR</p> <p>Person working in organization follow the rules and norms to communicate with each other through written or oral form. This type of communication is called formal communication</p>	02	02
	b)	<p>Explain any four principles of effective communication. Ans: The principles of effective communication are: 1. Clarity in encoding the message: Encoding of the message should be clear. For this, the sender should be aware of the purpose of communication. Clarity means it should not arise any confusion or question in the mind of the receiver. There should not be any ambiguity. 2. Clarity in stating the purpose: The message should state the purpose clearly. It should be direct in its intention. The sender should have no doubts about the purpose of communication. Only then, he will be able to express his thoughts in a concise or brief manner without giving unnecessary details. 3. Correctness of the message: The message should be correct. It should not have any incorrect information or misleading details. Then only, the communication will be effective. Incorrect messages are seldom effective. 4. Conciseness of the message: The key to effective communication is its conciseness and its brevity. The sentence should always be short in length. This ensures understanding. Lengthy messages lead to confusion.</p>	$\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$ $\frac{1}{2}$	



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Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
1.		<p>5. Completeness of the message: The message should be complete i.e. it should answer all the possible questions of the receiver. Insufficient knowledge confuses the receiver as it leaves him in doubt and distrust.</p> <p>6. Coherence of the message: The message should have a logical sequence and flow. It should progress in such a way that the receiver gets a clear picture and is able to respond accordingly.</p> <p>7. Courteous language: Language in all types of communication should always be courteous. The goodwill generated by courtesy helps in building long term relations.</p> <p>8. Selection of proper channel: Selection of channel depends on the urgency of the message, the capacity of the receiver and availability of the resources to send the message. Proper channel ensures proper transmission.</p> <p>9. Knowledge about the receiver: It is essential that the sender is aware of who the receiver is. This knowledge helps him in selecting the right words and proper channel. Sender should know receiver's age, experience, interest, knowledge, efficiency and intelligence, grasping power, and retention power.</p> <p>10. Taking care of probable barriers: Sender and receiver both are responsible to make communication smooth. They should anticipate probable barriers and plan accordingly. The barriers of communication need to be removed to convey message effectively.</p> <p>11. Giving feedback: Sender should ensure that the message receives an expected feedback. Without feedback, effectiveness of the message cannot be judged. Feedback needs to be positive and prompt therefore the sender should take care that he defines the timeline accordingly.</p> <p><i>(Instruction: Any four principles of effective communication should be considered while assessing this question.)</i></p>	<p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p>	02
	c)	<p>State the importance of selection of proper channel for an effective communication.</p> <p>Ans: It is important for the sender to make appropriate selection of the medium or channel of communication. Selection of proper channel ensures proper transmission of the message. Quick and smooth transmission also maintains the intention or purpose of communication. It leads to generation of an expected feedback. Wrong selection of channel will not carry the correct and proper message to the receiver. It may lead to the failure of communication.</p>	02	02
	d)	<p>Write two situations of vertical communication.</p> <p>Ans: Situations of vertical communication:</p> <p>1) Principal gives information to the teacher about students' feedback</p> <p>2) Supervisor submits report to the manager about workers' complaint.</p> <p><i>(Note: Situations may vary.)</i></p>	01 01	02



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Que. No.	Sub. Que.	Model Answers	Marks	Total Marks												
1.	j)	Why is it necessary to analyse the receiver? Ans: It is essential that the sender is aware of who the receiver is. Knowing the receiver's age, experience, interest, knowledge, efficiency, intelligence, grasping power, and retention power plays a key role in communication. This knowledge helps the sender in selecting the right words and proper channel which leads to effective communication.	02	02												
	k)	What is meant by 'Encoding' and 'Decoding' in communication process? Ans: Encoding is a process of converting ideas or thoughts in the form of a message understandable to the receiver by the sender. Decoding is converting of the message and interpreting the same by the receiver.	01 01	02												
	l)	Write any two characteristics of communication. Ans: Characteristics of communication: 1. Communication is a two way process. 2. Communication can be verbal or non-verbal. 3. Communication is an important tool of supervision and management in an industry 4. Day to day activity of human life cannot be carried out without communication. <i>(Note: Any two correct characteristics can be given full marks.)</i>	01 01 01 01	02												
2.	a)	Attempt any <u>FOUR</u> of the following: Match the column 'A' with column 'B'. <table border="1" data-bbox="405 1435 1161 1675"><thead><tr><th>A</th><th>B</th></tr></thead><tbody><tr><td>1) Haptics</td><td>Space distance</td></tr><tr><td>2) Paralanguage</td><td>Time element</td></tr><tr><td>3) Chronemics</td><td>Body language</td></tr><tr><td>4) Proxemics</td><td>Touch</td></tr><tr><td>5) Kinesics</td><td>Voice modulation</td></tr></tbody></table> Ans: 1) Haptics: Touch 2) Paralanguage: Voice modulation 3) Chronemics: Time element 4) Proxemics: Space distance 5) Kinesics: Body language <i>(Note: Any correct 4 matches should be given marks.)</i>	A	B	1) Haptics	Space distance	2) Paralanguage	Time element	3) Chronemics	Body language	4) Proxemics	Touch	5) Kinesics	Voice modulation	01 01 01 01 01	04
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2.	b)	<p>Classify the following examples into formal and informal communication or both. Class-room communication, talk with friends, business meeting, family talk, gossip with friends, an interview</p> <p>Ans:</p> <ol style="list-style-type: none"> 1) Class-room communication: Formal Communication 2) Talk with friends: Informal Communication 3) Business meeting: Formal Communication 4) Family talk: Informal Communication 5) Gossip with friend: Informal Communication 6) An interview: Formal Communication <p><i>(Note: Any correct 4 classification should be given marks.)</i></p>	01 01 01 01 01 01	04										
	c)	<p>Compare verbal and non-verbal communication.</p> <p>Ans:</p> <table border="1"> <thead> <tr> <th>Verbal Communication</th> <th>Non-verbal Communication</th> </tr> </thead> <tbody> <tr> <td>1. In this communication, transmission of message takes place with the help of words.</td> <td>1. Non-verbal Communication takes place with the help of body language signs, symbols, maps, charts, etc.</td> </tr> <tr> <td>2. It takes more time to convey the message / information.</td> <td>2. It gives more information in less time.</td> </tr> <tr> <td>3. Lengthy verbal communication can be boring and monotonous some times.</td> <td>3. Non-verbal communication can create interest in the receiver.</td> </tr> <tr> <td>4. Information can be given in detail or elaborated to clarify the message.</td> <td>4. Sometimes it is not possible to elaborate non-verbal communication. Giving lengthy message is not easy in non-verbal communication.</td> </tr> </tbody> </table> <p><i>(Instructions: Points of comparison can vary and may be explained in paragraph form.)</i></p>	Verbal Communication	Non-verbal Communication	1. In this communication, transmission of message takes place with the help of words.	1. Non-verbal Communication takes place with the help of body language signs, symbols, maps, charts, etc.	2. It takes more time to convey the message / information.	2. It gives more information in less time.	3. Lengthy verbal communication can be boring and monotonous some times.	3. Non-verbal communication can create interest in the receiver.	4. Information can be given in detail or elaborated to clarify the message.	4. Sometimes it is not possible to elaborate non-verbal communication. Giving lengthy message is not easy in non-verbal communication.	01 01 01 01	04
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	d)	<p>Communication is an integral process. Justify the statement.</p> <p>Ans: Communication is necessary for building good relationship with others. Day to day activities in the society cannot be performed without communication. It is also useful for exchanging feelings and emotions and for relaxation. It is necessary for sharing information.</p> <p>Communication is required for interaction amongst people working at different level like: management and employees. Communication is very important to sustain growth and maintain relationship within the organization. It is also useful in creating and maintaining professional relationship with other organizations. It is tool of supervision and it is essential for motivation. It is also useful for acquiring information. It is helpful in planning & co-ordination. It is also useful for understanding problem. It is also helpful in releasing tension. Communication is necessary to encourages ideas and suggestion.</p>	04	04										



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2.	e)	<p>Explain active listening with two suitable examples.</p> <p>Ans: Active listening is the key to effective communication. It is the most desirable type of listening. The listener makes efforts to decode the message and fully participate in the communication process. The barriers to listening are at minimum level and therefore effective listening takes place. The receiver of the message shows regard for the speaker, concentrates on what is said, reacts positively to the verbal and nonverbal clues of the speaker by showing empathy. In this way he makes it easy for the speaker to deliver his message successfully. He can remember and recall the message whenever required.</p> <p>Examples:</p> <ol style="list-style-type: none">1) Students listen to the lecture attentively.2) The audience listen to the song paying attention to rhythm and lyrics. <p><i>(Note: Examples may vary.)</i></p>	02 01 01	04
	f)	<p>What is the importance of body language in an interview?</p> <p>Ans: Every aspect of body language is important in an interview. We talk with the help of our vocal cords, but we communicate with the facial expressions, tone of our voice, space, time and our body. Every small gesture, facial expressions, movements of hands, fingers and legs send an unspoken message to the receiver in an interview.</p> <p>The personal appearance creates an impact upon the interviewer. The physical appearance of a person conveys the attitude, likings, life style and social status of an interviewee. A person who does not maintain himself/herself well is not likely to win the appreciation of the interviewer. If the choices go wrong, one cannot expect the right results. For example, if we wear a crumpled dress for an interview, we will surely lose the job. Our choices of clothes, hairstyle, can talk a great deal about our belief, attitude, values and status. It is also important to adapt a formal appearance in an interview.</p> <p>Eye contact shows confidence of an interviewee. In an interview, the interviewee maintains eye contact which shows that he/she is confident. On the other hand, if the interviewee does not maintain eye contact, it shows that he/she is nervous. It also indicates the signs of fear, doubt, confusion, shyness etc.</p>	04	04
3.	a) (i)	<p>Attempt any <u>ONE</u> of the following:</p> <p>As a General Secretary of the student council, draft a memo for the students on the following points.</p> <ol style="list-style-type: none">1) Subject:- Maintaining discipline during social gathering.2) Purpose:- Warning of stern action <p>Ans: Required Format:</p> <ol style="list-style-type: none">1. Letterhead2. Date3. Title (Memorandum)4. From5. To6. Subject7. Relevant and Appropriate Matter8. Signatory	01 1/2 1/2 1/2 1/2 1/2 04 1/2	08



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
3.		<p>Sample Draft:</p> <p>NEW PUNE POLYTECHNIC Shivajinagar, Pune-411 001</p> <hr/> <p>18 November, 2015</p> <p>MEMORANDUM</p> <p>From: The General Secretary</p> <p>To: The students</p> <p>Subject: Maintain discipline during social gathering</p> <p>All the students are hereby informed that Social Gathering of the year 2015 will be organized for first year students on 25 November, 2015. They are hereby warned to maintain discipline during social gathering. Otherwise stern action will be taken against them. Take a note of this and act accordingly.</p> <p>sd/- Patil B. N. The General Secretary</p> <p><i>(Note: Details can vary.)</i></p>	<p>01</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>04 Marks for Matte r</p> <p>1/2</p>	<p>08</p>
(ii)		<p>As a Lab-Asstt., draft a notice to inform the students about the change in the practical hours.</p> <p>Ans: Required Format:</p> <ol style="list-style-type: none">1. Letterhead2. Date3. Title (Notice)4. Relevant and Appropriate Matter5. Signatory <p>Sample Draft:</p> <p>D. P. JOSHI POLYTECHNIC 1242, M.G. Road, Pune-411001</p> <hr/> <p>18 November, 2015</p> <p><u>NOTICE</u></p> <p>All the students of D. P. Joshi Polytechnic are hereby informed that the practical hours have been changed due to class test examination. The new timings will be from 12.30 pm to 2.30 pm (Monday</p>	<p>01</p> <p>01</p> <p>01</p> <p>04</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p>	<p>08</p>



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Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
3.		<p>to Saturday) instead of 9.00 am to 11.00 am with effect from 25 November, 2015. Students are informed to take a note of it.</p> <p style="text-align: center;">Sd/- Prof. A. M. Patole Librarian</p> <p><i>(Note: Details can vary.)</i></p>	<p>04 Marks for Matter</p> <p>01</p>	<p>08</p>
	<p>b) (i)</p>	<p>Attempt any <u>TWO</u> of the following: Explain the importance of eye contact in communication with example. Ans: Importance of Eye Contact in communication is as follows: 1. Eyes are the windows to the soul. Maintaining an eye contact with your speaker and listener is the most important part of non verbal communication. 2. Eye contact also attracts a person's attention. Thus we can make sure that the listener is attentive while communicating. 3. Looking into a person's eye is the best way to understand his/her attitude to all that you speak. 4. If you avoid eye contact, it indicates the signs of fear, doubt, confusion, shyness, nervousness etc. For Example: 1. In an interview, the interviewee maintains eye contact which shows that he/she is confident. 2. If the interviewee does not maintain eye contact, it shows that he/she is nervous. <i>(Note: Any two importance and any two examples should be considered while assessing this answer. Answer may be written in paragraph for. Examples may vary.)</i></p>	<p>01</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p>	<p>04</p>
	<p>(ii)</p>	<p>What do you mean by vocalics? Explain with two examples. Ans: Vocalics refers to voice modulation. It deals with expressions of emotions and feelings with the help of different tones of our voice. The voice of a person also reveals important traits of personality. Though we cannot change our voice, there are different tones of voice which can be worked on to create the impact on our listener while we deliver a speech, participate in a debate or make a presentation. Voice is a very powerful tool for communication. It can convey feelings of delight, excitement, grief, boredom and much more. Following examples indicate meaning of different tones of voice: A good officer has a commanding voice, singers usually have a sweet and soft voice, a nervous person has a shaky voice, a person scared of something has a shrieking voice. A person who is very gentle has a sweet voice, a person who is confident has a commanding voice, an anxious person usually has a brittle voice and an important person has a snappy voice. We often use voice to express our ideas or emotions. We speak in a soft voice to express our sympathy, a gentle voice to express our respect and a loud voice to express anger. Therefore, the style and tone of our voice changes as per the emotions we are going through. <i>(Note: Examples may vary.)</i></p>	<p>02</p> <p>02</p>	<p>04</p>



Subject & Subject Code: Communication Skills (17201)		Model Answer	Page No: 9	
Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
3.	(iii)	<p>Explain the aspects of body language with two examples?</p> <p>Ans: Body language is like a mirror to our personality. Every small gesture, facial expressions, movements of hands, fingers and legs send an unspoken message to the receiver. The different aspects of body language are as follows:</p> <p>1) Facial expressions: Just as eyes are regarded as the windows to the soul, the face is considered an index of our mind. The face is called as 'the organ of emotions' because it expresses a large range of emotions like happiness, surprise, fear, anger, sadness and more. For example, smile communicates cooperation and friendliness, agreement and appreciation whereas blank face indicates a neutral, expressionless, unresponsive face.</p> <p>2) Eye contact: Eyes are the windows to the soul. Maintaining an eye contact with the speaker and listener is the most important part of non verbal communication. Looking into a person's eye is the best way to understand his/her attitude. For example, avoiding eye contact indicates the signs of fear, doubt, confusion, shyness, nervousness etc. On the other hand making eye contact shows confidence.</p> <p>3) Vocalics/paralanguage: Vocalics refers to voice modulation. Vocalics deals with expressions of emotions and feelings with the help of different tones of our voice. The voice of a person also reveals important traits of personality. Though we cannot change our voice, there are different tones of voice which can be worked on to create the impact on our listener while we deliver a speech, participate in a debate or make a presentation. Voice is a very powerful tool for communication. It can convey feelings of delight, excitement, grief, boredom and much more. For example, a good officer has a commanding voice, singers usually have a sweet and soft voice, a nervous person has a shaky voice, a person scared of something has a shrieking voice.</p> <p>4) Gesture: Just as a picture can silently speak a thousand words; a gesture can communicate all that the speaker feels, consciously or subconsciously. Gestures are often used in conjunction with verbal messages. They are simultaneously with the words. They use to illustrate or come before them. For example, waving of hand indicates hello or goodbye, making a fist indicates anger etc.</p> <p>5) Posture: posture refers to the way we stand, sit and carry ourselves. It tells how bold, confident, submissive or timid a person is. A person who stands, sits and walks upright commands respect and attention. Therefore, a professional has to cultivate and maintain elegance in his/her own sitting, standing and walking posture.</p> <p>6) Dress and appearance: The physical appearance of a person conveys the attitudes, likings, life style and social status of a person. Appearance is a blend of clothes, hair and presentation style. A person who does not maintain himself/herself well is not likely to win the</p>		



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3.		<p>appreciation of the audience. If the choices go wrong, one cannot expect the right results. For example, if you wear a crumpled dress for an interview, you will lose the job.</p> <p>7) Haptics: Haptics is communication by touch. It conveys emotions like affection, concern, friendliness, anger, displeasure, hate, violence, happiness and encouragement. Handshakes are common and easily accepted in professional situations. Other forms of haptics are hugging, patting on shoulders, holding hands of your friends to express concern or care, exchange or blows to express anger. Examples of Haptics: Putting hand on friend's shoulder shows friendliness, concern or encouragement, Hugging shows love, affection and care etc.</p> <p>Examples of body language:</p> <ol style="list-style-type: none">1. Nodding head to approve or disapprove.2. Waving hands to draw attention or bid goodbye.3. Showing the thumbs up sign for 'all the best' or 'best of luck'.4. Pointing the index finger as a mark of allegation/arrogance.5. Raising the hand to draw attention or showing approval.6. Shrugging shoulders indicates indifferent attitude.7. Scratching the head indicates you are facing a problem. <p><i>(Note: Any 2 aspects of body language should be assessed. Examples may vary. Any two correct examples can be given 02 marks)</i></p>	<p>02</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p>	04
4)	a)	<p>Attempt the following: Write a letter of application along with your resume to 'Infosys', Pune-15 for the post of Software Engineer.</p> <p>Ans: Required Format of Application Letter :</p> <ol style="list-style-type: none">1. Date2. Sender's Address3. Receiver's Address4. Subject and Reference5. Salutation6. Relevant and Appropriate Matter7. Closure <p>Required Format of Resume :</p> <ol style="list-style-type: none">1. Personal Details2. Qualification Details3. Other Activities/Training/Experience etc.4. References <p>Sample Draft: 18 November, 2015</p> <p>Divate Mahesh Dipak 14, Nagar Road, Wagjholi, Pune-412207</p>	<p>Format : 2 Marks</p> <p>Matter : 2 Marks</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>	04



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks																				
4.		<p>To The General Manager Infosys Pune-16</p> <p>Subject : Application for the post of 'Software Engineer' Reference : Your advertisement in daily 'Times of India' dated 16 November, 2015</p> <p>Dear Sir/Madam, With reference to the above mentioned subject, I would like to offer my candidature for the post of 'Software Engineer' in your reputed company. I have passed SSC and HSC from Maharashtra Board with Distinction. I have completed B.E. in Computer Engineering. I am looking for a chance to enhance my career prospects. Given an opportunity, I assure you to work honestly. I am enclosing my resume for your kind reference.</p> <p>Thanking you and waiting for your favourable reply.</p> <p>Yours faithfully, Divate Mahesh Dipak</p> <p><u>Enclosure: Resume</u></p> <p style="text-align: center;"><u>Resume</u></p> <p>Divate Mahesh Dipak 14, Nagar Road, Wagholi, Pune-412207 Mob.***** Email ID:*****</p> <p>Personal Details: Date of Birth : 12/06/1991 Health : Good Hobbies : Playing cricket, Singing, Reading Nationality : Indian Languages Known : Marathi, Hindi and English</p> <p>Educational Qualification:</p> <table border="1"> <thead> <tr> <th>Sr. No</th> <th>Examination</th> <th>Year of Passing</th> <th>Board /University</th> <th>Marks in %</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>B.E. (Computer)</td> <td>2014</td> <td>Pune</td> <td>70.55</td> </tr> <tr> <td>2</td> <td>H.S.C.</td> <td>2009</td> <td>Maharashtra</td> <td>72.55</td> </tr> <tr> <td>3</td> <td>S.S.C.</td> <td>2007</td> <td>Maharashtra</td> <td>71.00</td> </tr> </tbody> </table>	Sr. No	Examination	Year of Passing	Board /University	Marks in %	1	B.E. (Computer)	2014	Pune	70.55	2	H.S.C.	2009	Maharashtra	72.55	3	S.S.C.	2007	Maharashtra	71.00	<p>2 Marks for Forma t</p> <p>2 Marks for Matter</p> <p>1</p> <p>1</p>	04
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Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<p>Sir, I regret to inform you that the production target of our industry for the last ten months in 2015 has fallen by 25% as compared to last year.</p> <p>Causes/Reasons of the decline:</p> <ul style="list-style-type: none">• There was frequent power failure due to which the work could not proceed at the desired speed.• The generators could not be operated every time.• Spare parts were not provided in time.• Quality control department did not check the machines in time.• Workers were not ready to work in more than one shift.• Due to low morale most of the workers were on casual leave. <p>Suggestions to improve the production level:</p> <ul style="list-style-type: none">• Purchase department should take extra efforts to provide spare parts in time.• Quality control department should be prompt in checking the machines and approve the same.• We must have good quality generators/invertors for back up.• Workers can be motivated with extra incentives.• To boost up the morale of the workers management should come up with appreciation system. <p>If we follow the above mentioned suggestions, we can improve the level of production in our company.</p> <p>This is for your information and necessary action.</p> <p>Thanking You</p> <p>Yours truly, Sd/- The Production Manager</p> <p><i>(Note: Students may write the reports in Semi Block format. Information/Details can vary.)</i></p>	<p>1/2</p> <p>5 Marks for Matte r</p> <p>1/2</p>	<p>08</p>
(ii)		<p>As a production supervisor draft an accident report to the production manager about the accident that took place in production section because of mis-handling of machines.</p> <p>Ans:</p> <p>Required Format :</p> <ol style="list-style-type: none">1. Date2. Sender's Address3. Receiver's Address4. Subject5. Salutation6. Relevant and Appropriate Matter7. Closure	<p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>5</p> <p>1/2</p>	<p>08</p>



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
4.		<p>Sample Draft: 16 November, 2015</p> <p>From The Production Supervisor KD Furniture PVT Ltd. MIDC Industrial Area Chakan, Pune -412109</p> <p>To The Production Manager KD Furniture PVT Ltd. MIDC Industrial Area Chakan, Pune -412109</p> <p>Subject: Report on an accident occurred in the production section</p> <p>Sir,</p> <p>With reference to the above subject, I deeply regret to inform you about the accident that took place in our production section on 13 November, 2015 at 1.00 pm while welding doors to iron cupboard. Mr. Sunil Jadhav was welding doors to the iron cupboard in the production section. While welding two iron rods, sparks fell on his clothes and he sustained serious burn injuries.</p> <p>First Aid Help: Mr. Sunil was immediately given first aid by our company doctor and later on he was sent to the nearby hospital as the wound was deep. The doctor admitted him to the hospital and treatment was given to him. The doctor suggested him to stay in the hospital for a week.</p> <p>Causes of the Accident:</p> <ol style="list-style-type: none">1. Mr. Sunil Jadhav was less attentive while welding the rod .2. He was doing work without wearing the overalls. <p>Suggestions to avoid such accidents in future:</p> <ol style="list-style-type: none">1) All workers must wear the overalls while performing duties.2) Training in safety measures should be given to the workers.3) Instruction charts should be displayed in the production section. <p>The above preventive measures should be implemented at the earliest to avoid any accident in the future.</p> <p>This is for your information and necessary action.</p> <p>Thanking you</p> <p>Yours faithfully, Sd/- The Production Supervisor</p> <p><i>(Note: Students may write the reports in Semi Block format. Information/Details can vary.)</i></p>	<p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>5 Marks for Matter</p> <p>1/2</p>	<p>08</p>



Que. No.	Sub. Que.	Model Answers	Marks	Total Marks
5.	a)	<p>Attempt any <u>FOUR</u> of the following:</p> <p>Explain the four zones of Proxemics defined by Dr. Albert Mehrabian.</p> <p>Ans: Dr. Albert Mehrabian, the leading proxemist, has defined four different zones maintained by us. Each zone is a circular area in which we let others enter or stay depending upon the kind of relationship we want/have with them.</p> <p>1) Intimate zone:(from 15cms to 45cms): Only special people like parents, children, spouse, close friends and relatives can enter this zone. On other occasions other people may briefly enter this zone for a pat on the back or a hand shake.</p> <p>2) Personal zone: (from 45cms to 120cms): This is the distance kept from others during friendly interactions, social gatherings or parties.</p> <p>3) Social zone: (from 1.2m to 3.5m): This is the distance kept from strangers or persons with little acquaintance. In this zone most of the business transactions also take place. While appearing for an interview this zone could be followed.</p> <p>4) Public zone: (beyond 3.5m): This is a comfortable distance maintained while interacting or addressing to a large group of people. It could be for the lectures or a public speech.</p>	01 01 01 01	04
	b)	<p>What is the importance of good listening skills in professional life?</p> <p>Ans: Following are the importance of good listening skills in professional life:</p> <p>1) Good listening skills helps in better learning, more understanding and comprehension leading to the desired feedback.</p> <p>2) It improves the performance and broadens the vistas of opportunities.</p> <p>3) It prevents errors, losses, delays etc due to miscommunication.</p> <p>4) Effective listening skills help in better decision making and problem solving.</p> <p>5) It helps in meaningful interaction with colleagues.</p> <p>6) Good listening skills increase the chances of success and progress in both personal and professional life.</p> <p><i>(Note: Any 4 points should be assessed.)</i></p>	01 01 01 01 01	04
	c)	<p>Explain passive listening with two suitable examples.</p> <p>Ans: In passive listening, the listener is just physically present and there are no conscious efforts on his part to participate in the communication process. This type of listening takes place when some or many barriers act on the listener. The listener is inert or indifferent as he is preoccupied with something else. The message is not absorbed and the passive listener will not be in a position to remember and recall the message in future. This may lead to misunderstanding, errors or delay in meeting the organizational target.</p> <p>Examples of Passive listening: 1. The student who daydreams does not pay attention to the lecture. It is passive listening.</p> <p>2. While watching a programme on T.V., a person talks on a phone. He listens passively on phone because he pays attention to the programme.</p>	02 01 01	04



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5.	d)	<p>Explain communication cycle with diagram. Ans: Communication cycle: Communication is a two way process which involves the roles of sender and receiver. It is the process of sending and receiving information. Sender encodes idea and sends the message to the receiver. On the other hand, receiver decodes idea and gives feedback to the sender through proper channel.</p> <p>Communication cycle diagram</p> <pre> graph LR S[SENDER] -- ENCODE --> M[MESSAGE] S -- IDEA --> M M --> CH[CHANNEL] CH --> R[RECEIVER] R -- DECODE --> CH R -- IDEA --> CH R --> FB[FEEDBACK] FB --> S </pre>	02	04																																
	e)	<p>In a class-room, students are listening to the topic, but due to noise outside the class they lost their concentration. Identify the type of barrier. Give remedial measures to overcome the barrier. Ans: Type of Barrier: Physical barrier/Environmental Barrier Remedial measures to physical barrier:</p> <ol style="list-style-type: none"> 1) The sender should stop communicating till the noise in the external environment is eliminated. 2) The sources of noise in the external environment should be controlled to its maximum by the sender and the receiver before the communication begins. 3) Use of the modern technology in communication like loudspeaker should be used. <p><i>(Note: Remedial measures can vary.)</i></p>	01 01 01 01	04																																
6.	a) (i)	<p>Attempt any <u>ONE</u> of the following: The information about the readership of three leading news-paper in a city is given below..</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th style="width: 10%;">Sr. No.</th> <th style="width: 20%;">%</th> <th style="width: 70%;">Newspaper Name</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">43%</td> <td style="text-align: center;">Maharashtra Times</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">30%</td> <td style="text-align: center;">Loksatta</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">27%</td> <td style="text-align: center;">Sakal</td> </tr> </tbody> </table> <p>Prepare a pie chart for the data given above. Ans:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 8%;">Sr. No.</th> <th style="width: 20%;">Name of Newspaper</th> <th style="width: 10%;">%</th> <th style="width: 25%;">Calculation</th> <th style="width: 37%;">Angle</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Maharashtra Times</td> <td style="text-align: center;">43%</td> <td style="text-align: center;">$43 \times 360 / 100$</td> <td style="text-align: center;">154.8</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">Loksatta</td> <td style="text-align: center;">30%</td> <td style="text-align: center;">$30 \times 360 / 100$</td> <td style="text-align: center;">108</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">Sakal</td> <td style="text-align: center;">27%</td> <td style="text-align: center;">$27 \times 360 / 100$</td> <td style="text-align: center;">97.20</td> </tr> </tbody> </table>	Sr. No.	%	Newspaper Name	1	43%	Maharashtra Times	2	30%	Loksatta	3	27%	Sakal	Sr. No.	Name of Newspaper	%	Calculation	Angle	1	Maharashtra Times	43%	$43 \times 360 / 100$	154.8	2	Loksatta	30%	$30 \times 360 / 100$	108	3	Sakal	27%	$27 \times 360 / 100$	97.20	2 Marks for Calculations	
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6.		<p align="center">Pie Chart Showing Readership of Three magazines in a city</p>	<p align="center">2 Marks for Legend and Title</p> <p align="center">4 Marks for presentation/ pie chart</p>	08																		
	(ii)	<p>An NGO working for welfare of under privileged children has received funds from various organizations in last five years. The director wants to display the following details in his office. Design a bar graph to represent the data.</p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Year</th> <th>Money Received in Rs.</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2011</td> <td>2,50,000</td> </tr> <tr> <td>2</td> <td>2012</td> <td>3,00,000</td> </tr> <tr> <td>3</td> <td>2013</td> <td>5,50,000</td> </tr> <tr> <td>4</td> <td>2014</td> <td>5,01,000</td> </tr> <tr> <td>5</td> <td>2015</td> <td>7,50,000</td> </tr> </tbody> </table> <p>Ans:</p> <p align="center">Bar Graph showing funds from various organizations in last five years</p>	Sr. No.	Year	Money Received in Rs.	1	2011	2,50,000	2	2012	3,00,000	3	2013	5,50,000	4	2014	5,01,000	5	2015	7,50,000	<p align="center">2 Marks for Legend and Scale</p> <p align="center">6 Marks for presentation</p>	08
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6.	b)	<p>Place an order to ‘Hitech Computer Private Ltd, Mumbai’ for some computer related hardware materials.</p> <p>Ans: Required Format :</p> <ol style="list-style-type: none">1. Letterhead/Sender’s Address2. Date3. Receiver’s Address4. Subject5. Salutation6. Relevant and Appropriate Matter7. Closure <p>Sample Draft</p> <p style="text-align: center;">POONA COMPUTERS PVT. LTD. Satav Nagar, Hadapsar, Pune-411 028</p> <p style="text-align: right;">----- 18 November, 2015</p> <p>To The Sales Manager Hitech Computers Private Ltd. M. G. Road Mumbai-400 004</p> <p>Subject: Order for computer related hardware materials</p> <p>Dear Sir, With reference to the above, we thank you for your quotation no. HCPL/Quote/2015/35 dated 15 November, 2015 for computer hardware materials and the terms and conditions. We have the pleasure to place an order for the following material:</p> <table border="1"><thead><tr><th>Sr. No.</th><th>Name of Material</th><th>Specification</th><th>Qty</th><th>Rate</th><th>Amount (Rs)</th></tr></thead><tbody><tr><td>1)</td><td>Processor</td><td>Intel I3</td><td>05</td><td>15000</td><td>75,000/-</td></tr><tr><td>2)</td><td>RAM</td><td>8 GB</td><td>07</td><td>4000/-</td><td>28,000/-</td></tr><tr><td>3)</td><td>Hard disc Drive</td><td>Seagate</td><td>10</td><td>3500/-</td><td>35,000/-</td></tr><tr><td colspan="5" style="text-align: right;">Total</td><td>1,38,000/-</td></tr></tbody></table> <p>Kindly find enclosed Demand Draft number 112481 dated November 17, 2015 drawn on ICICI Bank for Rs. 1,38,000/- [Rupees One Lac Thirty Eight Thousand only] favouring yourself towards full and final payment, as requested by you. You are requested to ensure that the items are ready for delivery by December 01, 2015 in accordance with the terms of your offer. We shall place orders with your company on a regular basis if we are satisfied with this order. Thanking you</p> <p>Yours truly, Sd/- Mr. N. K. Sohani Manager</p> <p>Encl: Demand Draft number 112481 dated November 17, 2015 drawn on ICICI Bank for Rs. 1,38,000/-</p>	Sr. No.	Name of Material	Specification	Qty	Rate	Amount (Rs)	1)	Processor	Intel I3	05	15000	75,000/-	2)	RAM	8 GB	07	4000/-	28,000/-	3)	Hard disc Drive	Seagate	10	3500/-	35,000/-	Total					1,38,000/-	<p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>5</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>1/2</p> <p>5 Marks for Matte r</p> <p>1/2</p>	<p>08</p> <p>08</p>
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