

**COMMUNICATION FOR PROFESSIONALS
(HMTS 1011)**

Time Allotted : 3 hrs

Full Marks : 70

Figures out of the right margin indicate full marks.

*Candidates are required to answer Group A and
any 5 (five) from Group B to E, taking at least one from each group.*

Candidates are required to give answer in their own words as far as practicable.

**Group - A
(Multiple Choice Type Questions)**

1. Choose the correct alternative for the following: **10 × 1 = 10**
- (i) Proxemics is an important aspect of non-verbal communication dealing with
(a) space (b) time
(c) smell (d) body movements
- (ii) Pyrophobia, autophobia use the Greek root word 'phobos' which means
(a) habit (b) fear
(c) rituals (d) style of living
- (iii) In which of the following words, /i:/ comes into use
(a) idiot (b) lip
(c) breakfast (d) mean
- (iv) The concept of 'complimentary close' is found in a
(a) letter (b) report
(c) memo (d) agenda
- (v) Which suffix best completes the word remark?
(a) ful (b) ly
(c) able (d) ness
- (vi) The concept of 'redundancy' in the Shannon-Weaver's Model of Communication refers to
(a) repeated messages (b) uncertainty
(c) feedback (d) barriers
- (vii) "Incongruity of verbal and non-verbal messages" is a kind of
(a) Interpersonal barrier (b) Intrapersonal barrier
(c) organizational barrier (d) Psychological barrier

- (viii) What does 'sane' mean?
(a) rational (b) famous
(c) friendly (d) witty
- (ix) The combination of two vowels is known as a
(a) triphthong (b) diphthong
(c) syllable (d) word
- (x) The "seeking quotation" letter is also known as a
(a) claim letter (b) adjustment letter
(c) order placing letter (d) enquiry letter

Group - B

2. (a) What is a phoneme?
Provide phonetic transcription for the following words:
Lab, lake, sing, gang, hop, birth
- (b) Explain any one method of word formation with the help of relevant examples.
(2 + 6) + 4 = 12
3. (a) What is meant by stress? Mark the words with the primary stress in the following sentences:
i) How are you?
ii) You must finish this by tomorrow.
iii) I have no idea how it happened.
iv) I love ice-cream.
- (b) Write the negative forms of the words below using the affixation method:
(i) pain (ii) help (iii) capable (iv) respectful.
(2 + 6) + 4 = 12

Group - C

4. (a) "Combination of verbal and non-verbal communication makes communication effective"-explain .Provide relevant examples
- (b) Mention the basic elements in the process of communication? Illustrate and explain the basic process of communication
6 + 6 = 12
5. (a) What are the different components of Schramm's model of communication? Explain the components with the help of a diagram.
- (b) Discuss the different Levels of Communication, giving examples wherever necessary.
(2 + 4) + 6 = 12

Group – D

6. (a) Define any two of the following:
Salutation, inside address, complimentary close.
- (b) A Kolkata based music studio “Harmony Music Studio” has set up a branch in Kolkata, for which, two audio monitors were purchased from Audiotecnica, the sole dealer of audio monitors in Kolkata. The monitors have been found to be dysfunctional, standing against a warranty period of six months. You, as the purchase manager of “Harmony Music Studio”, write a letter of complaint to the Sales Manager of Audiotecnica, asking for replacement of the defunct monitors.
4 + 8 = 12
7. (a) What is a (i) progress report (ii) executive summary
- (b) Write a memo report on disciplinary action taken against some employees in the organization, in view of their non-compliance with departmental guidelines. You are Manager – HR, submitting this report to the Managing Director of your organization. Assume other necessary details
4 + 8 = 12

Group – E

8. (a) Can culture, gender, nationality or social class have an effect on communication? Explain with examples.
- (b) An important communication skill is to simply know what form of communication to use. For example, some serious conversations (layoffs, resignation, changes in salary, etc.) are almost always best done in person. Keeping in mind that the other person will appreciate your thoughtful means of communication, what step would you take to bridge the gap between you as an employee and an indignant boss who is up in arms to sack you from the job for a minor mistake of yours?
6 + 6 = 12
9. (a) Never wrestle with a pig. You get dirty; besides, the pig likes it – George Bernard Shaw. Explain conflict management / resolution in light of the given quote.
- (b) Two employees in a municipality sent a letter of complaint to the mayor. The letter complained about the management style and accused the department head of indecencies. The department leader, an experienced professional with a longstanding reputation, was at a loss and asserted that the accusations were untrue. The mayor and city council were reluctant to turn over the matter to legal proceedings. Had you been a member of the team, then, what kind of team intervention you think, would have been done to manage the conflict and resolve the issue at the earliest?
6 + 6 = 12

Department & Section	Submission Link
AEIE	https://classroom.google.com/c/MjMxMjg2NDg4Mzg4/a/MjkxOTcwMTM1MzU5/details
CSBS	https://classroom.google.com/c/MjMxMjk2Mjk5OTMz/a/MjkyMDE1MzA4NjIy/details
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ECE Sec A	https://classroom.google.com/c/MjMxNjMwMjMzODM5/a/MjkxOTk1MTIxNzEy/details
ECE Sec B	https://classroom.google.com/c/MjA3NjYzNzE3NDQ0/a/MjkxOTcwMjY0NjA5/details
ECE Sec C	https://classroom.google.com/c/MTcxNzQwODAzNTI5/a/Mjg2Njc2ODMwNTY4/details
IT	https://classroom.google.com/c/MjMxNjMwMjMzOTA2/a/MjkxNjQ0OTcwNTM1/details