

Anjuman Islam Janjira Degree College of Science Murud-Janjira, Raigad-402401 Affiliated to University of Mumbai	
Class: -F.Y.B.Sc C.S	Subject: - Introduction to Communication Skills in English
Semester:- I	Course code: -
Exam Event:- Winter 2024 (SH)	Marks: -30
Date: -23/11/2024	Duration: - 01 Hours

- N.B. –**
- 1 – All questions are compulsory.
 - 2 – All questions have an internal choice.
 - 3 – Figures to the right indicate full marks.

Q.1 Write a Short notes (Two out of Four) 10

- A. Developing Effective Listening Skill
- B. Feature of Effective Written communication
- C. Key aspect of cross culture communication
- D. Technology enabled Business communication

Q.2 (A) Read the following passage and answers the question given below them. 06

A Japanese businessman, Mr. Tanaka, is visiting a U.S. colleague, Mr. Smith, for a business meeting. Upon arriving, Mr. Tanaka bows deeply as a greeting. Mr. Smith, accustomed to a handshake, extends his hand, causing a moment of confusion. Mr. Tanaka, unsure of how to respond, hesitates. During the meeting, Mr. Tanaka frequently pauses to consider his responses. Mr. Smith, used to a more direct and immediate style, begins to feel impatient. He interprets Mr. Tanaka's pauses as a lack of interest or engagement.

Later, during a dinner meeting, Mr. Smith offers Mr. Tanaka a large portion of food. Mr. Tanaka, who is taught to leave some food on his plate as a sign of respect, declines politely. Mr. Smith, misunderstanding, insists that Mr. Tanaka eat more, assuming he is not enjoying the meal.

Questions:

1. What cultural difference led to the initial misunderstanding between Mr. Tanaka and Mr. Smith?
2. How did Mr. Smith's impatience contribute to the miscommunication?
3. Why did Mr. Tanaka decline the food offered by Mr. Smith?
4. What could Mr. Smith have done to avoid the misunderstanding about the food?
5. How could Mr. Tanaka have communicated his discomfort with Mr. Smith's direct style?
6. What lessons can be learned from this experience about effective cross-cultural communication?

Q.2 Solve the following questions (All questions are compulsory). 04

1. By the time you arrived, we will have finished dinner(What tense is used in the sentence)
2. You like coffee, don't you? (Identify the question tag in the sentence)
3. My homework will be finished tomorrow by me.(Which Voice is used in the sentence)
4. Identify the correct synonyms
 - i. Honesty
 - ii. Clarity

Q.3 Attempt any one of the following. 10

- A. Write statement of purpose

OR

- B. Cover letter for the rule of financial Analyst at XYZ Company.(Solicited)