

University of Mumbai
Examination 2020 under cluster 3 (Lead College FCRIIT Vashi)

Examinations Commencing from 7th January 2021 to 20th January 2021

Program: FE (ALL BRANCHES)

Curriculum Scheme: Rev2019

Examination: FE Semester II

Course Code: FEC206 and Course Name: Professional Communication & Ethics-I

Time: 01 hour

Max. Marks: 40

Q1.	Choose the correct option for following questions. All the Questions are compulsory and carry equal marks
1.	Communication with the use of either spoken or written words is known as..... communication.
Option A:	oral
Option B:	verbal
Option C:	silent
Option D:	non-verbal
2.	Among the hazard notations, warning is always printed with.....colour.
Option A:	red
Option B:	blue
Option C:	yellow
Option D:	orange
3. communication takes place between and among the people of equal or comparable status in the organization.
Option A:	Horizontal
Option B:	Downward
Option C:	Grapevine
Option D:	Vertical
4.	Choose the correct meaning of the following body signal from the gives options: "Rubbing the nose".
Option A:	Defensive
Option B:	Bored
Option C:	Happy
Option D:	Puzzled
5. is one of the salutations in a standard business letter.
Option A:	Encl.
Option B:	Yours sincerely
Option C:	Dear Sir
Option D:	Your reference
6.	"Rewrite again" is an example of which the following?
Option A:	Tautology
Option B:	Cliche
Option C:	Idiom

Option D:	Pleonasm
7.	Chronemics is the study of use of in non-verbal communication.
Option A:	language
Option B:	time
Option C:	space
Option D:	culture
8.	Lack of common language is a Linguistic as well as..... barrier.
Option A:	Socio-cultural
Option B:	Psychological
Option C:	Physical
Option D:	External
9.	A voltmeter is anthat measures voltages.
Option A:	tool
Option B:	instrument
Option C:	appliance
Option D:	equipment
10.	Haptics is also known as.....
Option A:	oculesics
Option B:	tactilics
Option C:	olfactics
Option D:	visual

Q2 (10 Marks)	Solve any Two out of the given Three:	5 marks each
A	What is the difference between Technical Description and Instructions?	
B	Write a short note on Paralanguage.	
C	What is “You” attitude? Explain with an example.	

Q3. (10 Marks)	Solve any Two out of the given Three:	5 marks each
A	Being the Sales Manager of Apha Technologies, Andheri (W), Mumbai, you have received an annoyed letter from one of your wholesale distributors about the manufacturing defect in the batteries of the laptops that they have bought from your company recently. Draft a suitable reply using the full block form.	
B	Write a technical description of a wireless printer under the following headings: a) Definition b) Diagram c) Description of Components d) Working.	
C	What are the blocks to effective listening?	

University of Mumbai

Examination 2020 under cluster 3 (Lead College: FCRIT Vashi)

Examinations Commencing from 23rd December 2020 to 6th January 2021 and from 7th January 2021 to 20th January 2021

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Curriculum Scheme: Rev2019

Examination: FE Semester II

Course Code: FEC206

Course Name: Professional Communication & Ethics-I

Time: 01 hour

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Question Number	Correct Option
Q1.	B
Q2.	D
Q3.	A
Q4	D
Q5	C
Q6	A
Q7	B
Q8.	A
Q9.	B
Q10.	B