

## MAHARASHTRA STATE BOARD OF SKILL DEVELOPMENT EXAMINATION, MUMBAI

Examination—July, 2020

CERTIFICATE COURSE IN TELEPHONE OPERATOR WITH INTERCOM SYSTEMS

[ TIME ALLOWED—3 HOURS ]

(MARKS—100)

## COMMUNICATION SKILLS (THEORY-I)

Marks

1. (a) Fill in the blanks (*any five*) :— 5
- (i) The processing of interpreting message by receiver is called as .....
  - (ii) The oral and written form of communication is called as .....
  - (iii) ..... is a response sent by the receiver to the sender of the message.
  - (iv) The flow of information from higher level to lower level is called ..... communication.
  - (v) ..... acts as a barrier in oral as well as in written communication.
  - (vi) Computer breakdown is an example of .....
- (b) State *true* or *false* (*any five*) :— 5
- (i) Informal communication is a friendly form of communication.
  - (ii) Defective telephone is a type mechanical barrier.
  - (iii) Time taken in reaching the message acts as physical barrier.
  - (iv) Sensory factors like hearing, seeing, taste is psychological barrier.
  - (v) Use of vague words is status barrier.
  - (vi) Sending of message by the sender is decoding.
- (c) State the plural form (*any five*) :— 5
- |            |         |              |
|------------|---------|--------------|
| (i) watch  | (ii) ox | (iii) key    |
| (iv) knife | (v) man | (vi) potato. |
- (d) Match the pair (*any five*) :— 5
- |  |   |
|--|---|
| <p><b>' A ' Group</b></p> <ul style="list-style-type: none"> <li>(i) will not</li> <li>(ii) bless</li> <li>(iii) add</li> <li>(iv) awake</li> <li>(v) empty</li> </ul> | <p><b>' B ' Group</b></p> <ul style="list-style-type: none"> <li>(a) asleep</li> <li>(b) subtract</li> <li>(c) full</li> <li>(d) won't</li> <li>(e) curse.</li> </ul> |
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2. Attempt any *two* questions :— 16
- (a) Define Communication. Write the importance of Communication.
  - (b) What are the advantages and disadvantages of written and oral communication ?
  - (c) What is upward and downward, vertical and horizontal communication?
  - (d) What is Communication Barrier ? Describe mechanical barrier with examples.
3. Attempt any *two* questions :— 16
- (a) Differentiate between formal and informal communication.
  - (b) What are the principles of effective communication ?
  - (c) What are the elements of communication ?
  - (d) Explain in brief physical barrier and psychological barrier.
4. Short notes on (any *four*) :— 16
- (a) Need of communication.
  - (b) Dress and appearance
  - (c) Status barrier.
  - (d) kinesics
  - (e) Decoding.
5. Attempt any *two* questions :— 16
- (a) Write a letter of application for the post of computer operator to the Manager ABC and company Ltd., Mumbai 71.
  - (b) Write a friendly letter to your friend inviting him/her to spend summer vacation with you in Mumbai.
  - (c) As a workshop supervisor draft a memo for the employees on the following points :—  
Subject—employees staying out late during tea-break. purpose to complain about the loss in work hours and general indiscipline. warn the defaulters for strict action.
  - (d) As a general Secretary, Junior engineers Association, draft a circular for the members informing them about the housing loan recently made available by their Co-operative bank.
6. Attempt any *two* questions :— 16
- (a) Write language barrier in open braille.
  - (b) Write number (1 to 25) and punctuation marks in open braille.
  - (c) Write a leave note in open braille.
  - (d) Write in contraction the following words :—
 

(i) Standard	(ii) Information	(iii) Communication
(iv) knowledge	(v) Computer	(vi) following
(vii) physically	(viii) learned	(ix) without
(x) outstanding.		