

MCA (Revised)**Term-End Examination****December, 2009****MCS-015 : COMMUNICATION SKILLS***Time : 2 hours**Maximum Marks : 50*

Note : *Answer all Questions.*

1. *Read the following passage and answer the questions given after it.*

Mount Everest, situated on the Nepal-Tibet border is the highest point on earth.

It was between the years 1849 and 1855 that the Survey of India made observations and took readings of the Himalayan peaks. At that time it was difficult to say which was the world's highest peak. Since most of the peaks observed had no local names, so Roman numbers were allotted. As such, Mount Everest was called Peak 'XV'. It took many years to work out the final heights of these peaks after making various adjustments, and it was only in 1865 that Peak XV was discovered to be the highest in the world with a height of 29,002 feet. Later, in 1952, more sophisticated method of measurement showed it to be 29,028 feet high.

Since it had more very convincing local names, the then Surveyor-General, Col. Andrew Waugh, decided to name the peak "Everest" in memory of the earlier Surveyor-General, Sir George Everest. In Tibet its name is Chomo Lungma-Goddess Mother of the Earth. In Nepal it is called Sagar Matha. The Dalai Lama of Tibet never allowed any one to enter the Everest region. In 1921 some British climbers, along with a detachment of the Survey of India, were permitted to enter this region for the first time. This party started from Darjeeling, crossed into Tibet and made a difficult journey through the southern region of Tibet.

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| (i) | Why was Mount Everest called Peak XV in the years 1849 to 1855 ? | 1 |
| (ii) | After measuring the peaks, what did the Survey of India conclude about this peak ? | 1 |
| (iii) | Why was it not possible to get the exact height of Peak XV in 1865 ? | 1 |
| (iv) | Who was Peak XV named after ? Why ? | 2 |
| (v) | What are the other names Mt. Everest is known by ? | 2 |
| (vi) | Why were no expeditions able to explore the region before 1921 ? Who formed the members of the first expedition ? | 2 |
| (vii) | Why do you think their journey was difficult ? | 1 |

2. Fill in the blanks choosing the most suitable word from the choices given : 5x1=5

(i) You _____ deposit your visa fees before you fill in the visa application.

(might, have to)

(ii) Now that the Secretary _____ what she had to say we can ask for the reactions of the other member.

(completed, has completed)

(iii) A new company must try to build its _____.

(credibility, credulity)

(iv) There were too many divergent views and it became difficult to _____ a consensus.

(arrive at, create)

(v) I feel that the whole department must _____ responsibility for this mix-up.

(take, receive)

3. Write down the text of a group discussion between four participants on the need to build a 'Gym' in the office premises to enable employees to work out at their own time. The provision of a half hour Fitness Break to boost fitness, relaxation and hence to increase productivity is also suggested. 10

You may use these hints to take the discussion forward.

A : Proper work out during office hours, justifies that refreshed employees will not resent staying long hours if required, suggests a schedule and a circular asking people for preferred time slots.

B : Not very enthusiastic about the idea. May not help the company as people would not be found at their seats. Wishes to make it clear that in case of need employees should be ready to forgo their Fitness Break.

C : Supportive of A. Employees would feel fit mentally and physically suggests a half hour Fitness Break, certain of increased output.

D : Asks questions about details like timings, venue, equipment and so on.

4. You and your friend Arjun are discussing your respective careers. You want to join MCA through an Open University while Arjun prefers the regular mode. Write the conversation between you and Arjun in about 200 words. 10

5. Write a letter of application together with your Curriculum Vitae (CV) for a job in response to the following advertisement. **10+5=15**

Position : Front office assistant.

Job description : Attending telephone calls, answering enquiries of guest, coordinate with department and manage their guests.

Requirement : Graduate in Humanities, good communication skill, fluency in English, Hindi and Marathi.

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