

RAN-2311001101050001
B.Sc. (IT) NEP (Sem. - I) Examination February - 2026
AEC : Communication Skills in English (Paper - 101)
Time: 60 minutes]
[Total Marks: 25
સૂચના : / Instructions

- (1) ઉપરોક્ત દશવિધ વિગતો ઉત્તરવહી પર અવશ્ય લખવી.
Fill up strictly the above details on your answer book

Seat No.:

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Student's Signature

Q. 1 Draft an email on the following: (Any 1) (05)

- (A) Draft an email to the Project Manager availing his permission for work from home due to personal reasons.
(B) Draft an email to the team leader informing him about the status of the project.

Q. 2 Do as Directed: (08)

- (A) Interpret the given news headlines and comment:
(1) *Automobile Industry Sees Shift Towards Electric Vehicles.*
(2) *Breakthrough in Artificial Intelligence Raises Ethical Questions.*
- (B) Identify whether the following workplace messages are formal or informal and justify your choice.
(1) Hi team, Let's catch up tomorrow at 10A.M. to discuss the project. Cheers!
(2) To whom it may concern, we regret to inform you that your application has not been successful. We appreciate your interest in our company.
(3) Thanks for your help with the presentation! You're a life saver.

Q. 3 Answer the following questions: (Any 3) (12)

- (A) You are drafting an email to a client about a bug fix, but your first draft is long and unclear.
Question: How would you apply the Seven Cs of communication to improve the email?
- (B) **Scenario:** During a project meeting, your manager explains the new workflow. Some team members just nod but later ask questions that were already answered.
Question: How would you show that you are *listening* actively instead of just hearing?
- (C) **Scenario:** A team mate is upset about workload and starts complaining during a break.
Question: How would you apply good conversational skills to listen empathetically and respond constructively?
- (D) **Scenario:** An advertisement mentions: "*Applicants must have creativity, presentation skills, and ability to design campaigns for diverse clients.*"
Question: Does this point to a technical IT role or a creative/marketing-oriented role? Support your answer.