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(Revision - 2021)

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DIPLOMA EXAMINATION IN ENGINEERING/TECHNOLOGY/MANAGEMENT/ COMMERCIAL PRACTICE, NOVEMBER - 2024

COMMUNICATION SKILLS IN ENGLISH

[Maximum marks: 75] [Time: 3 Hours]

PART A

I. Read the following excerpts and answer the questions that follow:

		Module outcome	Cognitive level
1	"One dollar and eighty seven cents. That was all. And sixty cents of it was in pennies."	M1.01	R
	(a) Why did Della cry after counting the money she had saved? **(1)**	M1.01	R
	(b) What are the two prized possessions of Jim and Della? **(2)**	M1.01	A
	(c) Comment on the theme of sacrifice in the story. **(3)**		
2	"The woods are lovely dark and deep, /But I have promises to keep."		
	(a) What are the sounds mentioned in the poem? **(1)**	M2.01	R
	(b) The baby…….(cry) before her father …….. (come). (Use proper tense) **(2)**	M2.02	R
	(c) The speaker in the poem is in two moods. He must take a decision. What does he decide? **(3)**	M2.01	A
3	"Punctually at midday, he opened his bag and spread out his professional equipment."		
	(a) What did the astrologer ask Guru Nayak to do? **(1)**	M3.02	R
	(b) What articles did the astrologer carry? **(2)**	M3.01	A
	(c) How efficient was the astrologer in his business? **(3)**	M3.01	A
4	"After twenty hours / it lost its sting / My mother only said / Thank God the scorpion picked on me."		
	(a) What drove the scorpion inside the house? **(1)**	M4.01	R
	(b) What did father do to tame the poison of the scorpion? **(2)**	M4.01	R
	(c) Comment on the behaviour of the mother and father in the poem. **(3)**	M4.01	A

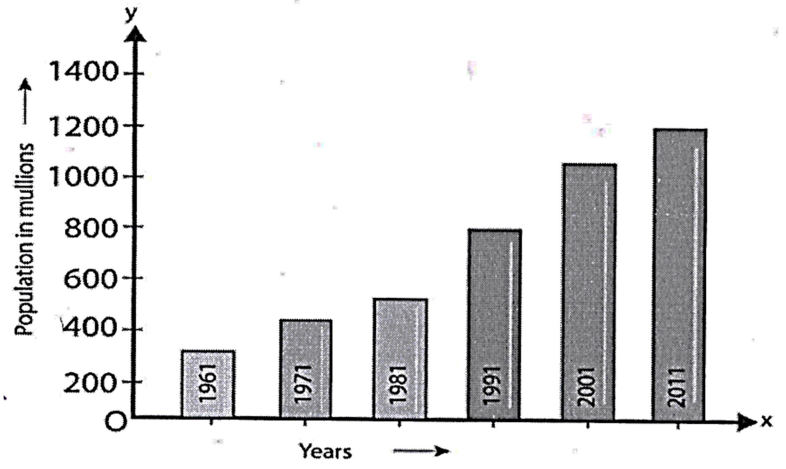
PART B

		Module outcome	Cognitive level
II	Read the passage given below and answer the questions that follow. Reading is a fundamental skill that plays a vital role in our lives. It's not just about deciphering words on a page but about the doors it opens, the knowledge it imparts, and the worlds it allows us to explore. Reading is an essential tool for learning, expanding our horizons, and fostering imagination. When we read, we acquire knowledge. Whether it's reading textbooks, newspapers, or online articles, we gain information that helps us understand the world. Books, in particular, are a treasure trove of knowledge. They contain the wisdom of generations, the discoveries of great minds, and the stories of diverse cultures. Reading books can educate us on history, science, literature, and countless other subjects. It's like having a mentor, guiding us through the complexities of life. Reading also broadens our horizons. It exposes us to different viewpoints, perspectives, and experiences. When we read about characters from various backgrounds or explore far-off lands through the pages of a novel, we step into their shoes and see the world from a different angle. This broadening of perspective fosters empathy and understanding, making us more tolerant and open-minded individuals. Furthermore, reading fuels our imagination. Whether it's a fantasy novel, a science fiction story, or a compelling mystery, books transport us to other worlds and challenge us to envision the unimaginable. Moreover, reading is a skill that transcends academic boundaries. It's not just about scoring well on tests; it's about developing critical thinking, analytical skills, and the ability to communicate effectively. A person who reads regularly is likely to have a broader vocabulary, better writing skills, and an improved ability to express their thoughts and ideas. In our modern digital age, reading has taken on new forms. E-books and audiobooks have made it more accessible and convenient. However, there's something timeless and intimate about holding a physical book, flipping its pages, and smelling the scent of paper and ink. In conclusion, reading is not just a hobby; it's a cornerstone of education, personal growth, and cultural enrichment. It empowers us with knowledge, broadens our perspectives, ignites our imagination, and equips us with essential skills. Whether we're reading for pleasure, information, or self-improvement, reading is a journey that enriches our lives and shapes us into more informed, empathetic, and creative individuals.		

	(1) How does reading broaden our horizons and foster empathy? **(1)** (2) What is the synonym of the word Decipher? (a) Encode (b) Decode (c) Mix (d) Read **(1)** (3) What are the advantages of reading physical books compared to digital formats? **(2)** (4) How does reading enrich our lives and shape us as individuals, according to the passage? **(2)** (5) Prepare a summary of the passage in note form. **(4)**	M1.01 M1.01 M1.01 M1.01 M1.01	R U U U A
III	Report the following conversation between Riya and Shyam. Riya : What are you doing here, Shyam? I haven't seen you since June. Shyam : I have just come back from my holiday in Ireland. Riya : Did you enjoy your trip? Shyam : I love Ireland Riya asked Shyam ……(a) ……Shyam said ……(b)…….Riya wondered if …….(c)……Shyam told her that ……(d)…….. **(4 x 1 = 4)**	M4.03	A
IV	The following is a short note about Olympics. But there are errors in the tenses which are underlined here. Rewrite the sentences correcting the errors. For most people, the word 'Olympic'……(a) ……(will, is) conjure up images of the Olympic Games, either ancient or modern. The Olympic Games ……(b)…….(origins, originated) in Ancient Greece, emerging from the ritual …….(c)……(practice, practices) of religious cults at the sacred site of Ancient Olympia. The International Olympic Committee ……(d)…….. (is established, was established) in 1894. **(4 x 1 = 4)**	M2.03	A

PART - C

		Module outcome	Cognitive level
V	Kripa Chandran has applied for the post of receptionist in Amaal Hospitals, Kochi. Help her prepare a self introduction to be presented at the interview. Her details are given below. Name : Kripa Chandran Educational Qualification : Diploma in Hospitality Management Additional Qualification : Certificate course in Front Office Management Present Job : Receptionist in Orion Technologies since 2020 Hobbies : Reading, Singing Languages Known : English, Malayalam, French **(4 Marks)**	M1.03	U

VI	Describe in a paragraph the different steps involved in deleting apps on an android device. 1. Open the Google Play Store app. 2. At the top right, tap the Profile icon. 3. Tap Manage apps and devices. 4. Select the name of the app you want to delete. 5. Tap Uninstall. First of all, the Google play store ……. **(4 Marks)**	M3.05	A
VII	You have to buy a new laptop from Logotech computers. Construct a dialogue between you and the sales person in Logotech computers with at least five exchanges. **(5 Marks)**	M4.05	A
VIII	Given below is a paragraph on the importance of sports in which certain sentences are missing. Complete the paragraph by supplying an appropriate title, the topic sentence, supporting details and concluding sentence. …… Participating in a sport also works wonders to your brain and overall personality …….. (improves mental ability, helps to stay healthy, boost personality) …… (develop social skills, team culture) ……In conclusion, …… **(5 Marks)**	M4.06	A
IX	You bought twenty AC'S from Fresh Coolers for your new office building, but six of them are not working properly. Write an email to the customer service of Fresh Coolers asking them to either solve the problem or initiate a refund as early as possible. **(5 Marks)**	M3.05	A
X	The bar graph shows the population of India in millions from 1961 to 2011. Write an analytic paragraph based on the graph in about 120 words.  **(5 Marks)**	M1.05	A

XI	Anu was asked to make a presentation on Chandrayaan 3. Help him prepare five slides based on the passage given below. Chandrayaan-3 is India's ambitious and successful lunar mission. Following in the footsteps of its predecessors, Chandrayaan-1 and Chandrayaan-2. Chandrayaan-3 is India's successful attempt to achieve a soft landing on the southern pole Moon's surface. India is the only country to reach this part of the moon, so far. To mark this great technological success, National Space day will be celebrated each year on 23rd August. Chandrayaan 3 was launched at 2.35 pm on July 14, 2023 from the Satish Dhawan Space Centre, India. The Vikram rover performed a successful soft landing on the moon at 6.30 PM on August 24, 2023. After performing various in-situ experiments, the rover was put to sleep on September 2nd, 2023. Indian Space Research Organisation started this project to achieve a successful landing on the moon's surface with its Vikram lander which deployed Pragyaan rover to conduct experiments and gather valuable data. The mission is focused on studying the moon's geology, mineralogy, and exosphere, which will contribute to our understanding of the moon's origin and evolution. The mission objectives of Chandrayaan-3 are to demonstrate a safe and soft landing on the lunar surface, to demonstrate rover roving on the moon and to conduct in-situ scientific experiments. Through Chandrayaan-3, India aims to showcase its technological prowess, scientific capabilities, and its commitment to space exploration. If Chandrayaan-3 is a success, it will further strengthen India's position in the global space community. This mission will inspire the younger generation to pursue careers in science, technology, engineering, and mathematics. **(5 Marks)**	M2.05	A

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