

SAKTHI MARIAMMAN ENGINEERING COLLEGE  
55,NARAYANASWAMY NAGAR,THANDALAM,CHENNAI-602105



DEPARTMENT OF ELECTRONICS AND COMMUNICATION  
LAB NAME: GE2321 COMMUNICATION SKILLS LAB

NAME : -----  
REGNO : -----  
CLASS : -----  
SECTION : -----

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# COVER LETTER

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20<sup>th</sup> December,2010

Chennai

From

Surendiran.M  
Sastha Kudil  
No:4/163,G.S.T.Road  
vandalur  
Chennai-48.

To

The Manager  
HR department  
Electro Labs  
Chennai-55

Sir,

Sub: Applying for the post of Hardware Trainee -reg

Ref: Your advertisement in "Jobportal.com"website

With reference to the above I wish to offer myself as a candidate for the post of Hardware Trainee in your reputed organization. I am BE grauate in ECE and feel to be eligible for the above mentioned post as a fresher. I have enclosed my resume for your perusal and kind consideration.

Given a chance I shall discharge my duties to the satisfaction of the Authorities and prove my worth. Looking forward for your positive reply.

Thanking you.

Yours

faithfully

Surendiran.M

Enclosures:

1. Resume
2. Copies of qualification certificates.

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Date:.....

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**RESUME**

**RESUME****Surendiran.  
M**

Sastha Kudil

No:4/163,G.S.T.Road

vandalur

Chennai-48.

msurendiran91@gmail.com

Phone: +91 9176304034

**CAREER OBJECTIVE:**

To gain a dynamic and challenging role in the area of Electronics and Communication Engineering that will offer me the best opportunity for further development of my abilities, skills and knowledge in an established firm with long term career growth possibilities.

**EDUCATIONAL QUALIFICATION:**

Degree/ Examination	Institute/Univ./Board	Year of Passing	Percentage
B.E ELECTRONICS AND COMMUNICATION ENGINEERING	SAKTHI MARIAMMAN ENGG. COLLEGE, CHENNAI	2008-2012 (COMPLETED TILL V <sup>TH</sup> SEM)	81.3%
XIITH Matric.	SITADEVI GARODIA HINDU VIDHYALAYA MHSS CHENNAI	2008	83.2%
X TH Matric.	SITADEVI GARODIA HINDU VIDHYALAYA MHSS	2006	80.1%

	CHENNAI		
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**COMPUTER SKILLS:**

Operating System: MS-DOS, Windows, UNIX.

Assembly Language: 8085,8051.

Web Technologies: HTML

**INTERESTED AREA:**

- VLSI
- Embedded systems

**KEY SKILLS:**

- Quick Learner
- Able to adapt to any culture
- Good communication skills
- Committed, focused, determined and dedicated to the work.

**EXTRA- AND CO-CURRICULAR:**

- Participated in various regional level events.
- Participated in Indian Leprosy Foundation for resources mobilization for leprosy eradication
- Actively participated in NCC,NSS and served the society.

**PERSONAL DETAILS:**

**NAME** : Surendiran.M

**FATHER'S NAME** : Mathialagan.K

**DATE OF BIRTH** : 14<sup>th</sup> March, 1991.

**SEX** : Male

**MARTIAL STATUS** : Single

**BLOOD GROUP** : B+ve  
**NATIONALITY** : Indian  
**LANGUAGES KNOWN** : English, Tamil.

**DECLARATION:**

I hereby declare that above written particulars are true to the best of my knowledge and belief.

Place: Chennai

Yours  
Sincerely,

Date:20.12.2010

**Surendiran.M**

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Date:.....

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**E-MAIL**



**SAKTHI MARIAMMAN ENGINEERING COLLEGE**

**THANDALAM 602105**

**DEPARTMENT OF ELECTRONICS & COMMUNICATION ENGINEERING**

**INTERNAL ASSESSMENT TEST**

**GE2321 COMMUNICATION SKILLS LAB**

**REG.NO: 21408106103**

**Surendiran.M**

**NAME:**

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# **GROUP** **DISCUSSION**

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## **GROUP DISCUSSION-I**

TOPIC: **Internet is a Boon or Bane**

Group members involved in the group discussion were:

Surendar S, Surendiran M, Thongbam Lenon Singh,  
Valarmathi R , Venigalla leela Krishnakant, Venkatesan  
G,Venkatesh A, Vidhya P

**Vidhya:** Good morning friends, today our topic internet is an exercise in hype I agree with it because nowadays everything is available in internet. First thing which I want to clear here is what the exact Technical definition of internet is- "Internet is the network of networks, very rapidly growing that's why technology moves from IPV4 to IPV6", Because of this rapid growth internet has huge chamber of knowledge, information, services like e-commerce etc. provides human comforts.

**Lenon:** I would, however, like to contradict you .According to Defense it is also a very dangerous weapons not only against the security of Countries but also against the individuals. One more example i want to give you is, a 10-15 year old child uses internet for learning, gaming and knowledge purpose but one day unfortunately he reached at one site which diverts his mind from studies, outdoor games and whatever the extra activities required for his growth, causes a very dangerous affects.

**Surendar:** As my friend said above everyone is right at their point, but it depend on us how we use the internet. Yes it is sea of knowledge. Only because of internet whole world is so closer. According to me there is no such thing that we don't get from internet even it is business related or it is tech related .everything is available on internet. So internet is a boon for human being. isn't it is so.

**Valarmathi:** Apart from these positive aspects, it has the negative side which people are using it in wrong way like Hacking which indicates to cyber-crime and some strange sites to divert their mind to negative thoughts and adult sites. So these are to be stopped for their misuse and create awareness to people mainly youngsters.

**Leela:** As we know that everything has some positive side as well as some drawback also. Same thing is applicable for internet also.

Nowadays we can't think our life without internet, whatever think we need everything is available over here. We can see that every one searches online for information and or to search products and get detailed information on it and also much more new tech news.

**Venkatesh:** I like to endorse about the internet uses in India. Most of the people misuse the internet and give a rise to cyber crime. Internet is both a boon and a curse. If we use it in right way, it teaches us a lot. If we take it in a wrong way it spoils us. But everybody here diverts their mind in negative side.

**Venkatesan:** But I look in this way internet is not a curse, it is a very large source of knowledge, for every age group such as child, teenagers, adults etc. Internet gives us enough knowledge and gives more exposure to the other side of the world. Today we are Web 2.0 it offers more things to create by ourselves such as blogs. Internet provides several features a lot of work can be done with in fraction of seconds and we save our most precious time.

**Surendiran :** In my point of view it is not completely a curse to the society because it is source of livelihood to most of the MNC's where their working strategy is based on internet. In case of students it helpful in creating innovative projects with 100% information regarding the project.

Considering the use of internet in public offices, it helps in completing the work quickly and efficiently so henceforth we need to make use of the available technology judiciously and intellectuality.

### **Conclusion:**

Always our mind will be attracted towards things that are hidden. We can judge anything as positive and negative only when we have clear idea about it. To recognize something as negative we should be aware of how it will be. But we should always be a seeker of good things, so that we can gain a lot .If we use its advantages human generation will reach the acme.

Ex.No:.....

Date:.....

**GROUP DISCUSSION-II**TOPIC: Does **Brain Drain** affect India?

Group members involved in the group discussion were:

Surendar S, Surendiran M, Thongbam Lenon Singh,  
Valarmathi R , Venigalla leela Krishnakant, Venkatesan  
G,Venkatesh A, Vidhya P

Brain Drain means the migration of highly qualified experts like doctors, engineers, scientist and other trained persons from the under-developed countries to advancing countries. More or less, all the backward countries are suffering from this problem. whether India is also suffering from this or not?

**Surendar:**

People do going abroad to gain better knowledge and are coming back with fresh ideas and setting up new companies and providing job opportunities for many. Even those who were settled abroad for 10-15 years they are also coming back for better future here. So i won't agree with my friend that they are serving to the foreign countries. There is nothing wrong in our talented persons going out and enjoying facilities there. I will fully support this provided they also put in some money in their home country.

**Surendiran:**

I hold an opinion that people who went to abroad are ruling the people there. In our country there is deep rooted corruption at all levels, and the living conditions in many places leave a lot to be desired. Bad roads, improper sanitation, unemployment, lack of proper health care etc are problems which plague the major portion of the Country. This makes them to move to abroad to live luxurious life.

**Leela::**

If you see the main reason for brain drain is unemployment, no job satisfaction and inadequate salary. These are needs of a man during

their lifetime. So he cannot deny the opportunity to go and settle their in foreign countries.

**Vidhya:**

I want to make a note on that point good quality of education is provided in our country. To say the truth Most of the Indian universities lack international standard, according to the report by Indian parliamentary estimates committee. It says only 30 percent Indian universities offer "high quality" education.

**Venkatesan:**

I agree that our culture has been destroying but it is not because of only brain drain. The people who are living in the country are spoiling their heritage culture in the name of new generation. And no one is eager to follow the old Indian culture.

**Lenon:**

Excess of tax in India is also one of the major contributors for migration. Even though large amount of money is paid as a tax it does not make any improvement in the country due to corruption prevailing in our country. This is a very important reason. It is so deep rooted that it is difficult to eradicate. Right from class 4 to minister, it is there .It is said that in Government offices one has to be "either pay or pray" to get the work done.

**Valarmathi:**

Our country is not losing the required quality man power, even if many are exported, which is evident from the progress we are making in several fronts. Most of them working outside, with the qualification gained from within our country, for whom this country has spent a lot, are sending at least a portion of their income back to our country.

**Venkatesh:**

The reason for going abroad is to make their family happy for a long time. Then, in this age of globalization, any invention or similar results obtained do percolate to every nation irrespective of who invented it. So the results of the works of the brains drained from our country might be coming back to us, and we will be making use of it.

**Conclusively,** Brain drain has become a crucial part of developmental problem of any nation that is prone to it. The time has changed and we will have to speed up our understanding of the nature. Once the so said problems are solved , India's youth will slowly regain faith in the Country , and will start believing that their future is secure. This is the only way to stop Brain Drain, and will ensure that India's potential is fully utilized in the most efficient manner. This will automatically make India a force to reckon with.

# INTERVIEW SKILLS

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## **INTERVIEW SKILLS**

### **Objectives:**

- To recognize the importance of preparing for an interview and to be able to identify and understand the necessary pre-interviewing procedures.
- To be aware of the appropriate interviewing behaviors and to be able to demonstrate these behaviors effectively.

A job interview is a process in which a potential employee is evaluated by an employer for prospective employment in their company, organization, or firm. During this process, the employer hopes to determine whether or not the applicant is suitable for the job.

A job interview typically precedes the hiring decision, and is used to evaluate the candidate. The interview is usually preceded by the evaluation of submitted resumes from interested candidates, then selecting a small number of candidates for interviews.

Multiple rounds of job interviews may be used where there are many candidates or the job is particularly challenging or desirable. Earlier rounds may involve fewer staff from the employers and will typically be much shorter and less in-depth. A common initial interview form is the phone interview, a job interview conducted over the telephone. This is especially common when the candidates do not live

near the employer and has the advantage of keeping costs low for both sides.

Once all candidates have been interviewed, the employer typically selects the most desirable candidate and begins the negotiation of a job offer.

## **PROCESS**

A typical job interview has a single candidate meeting with between one and three persons representing the employer; the potential supervisor of the employee is usually involved in the interview process. A larger interview panel will often have a specialized human resources worker. While the meeting can be over in as little as 15 minutes, job interviews usually last less than two hours.

The bulk of the job interview will entail the interviewers asking the candidate questions about his or her job history, personality, work style and other factors relevant to the job. For instance, a common interview question is "What are your strengths and weaknesses?"

In some ways, all questions are really subsets of one of three overarching questions "Can you do the job?" (Strengths), "Will you love the job?" (Motivation), "Can we stand working with you?" (Fit). The candidate will usually be given a chance to ask any questions at the end of the interview. These questions are strongly encouraged since they allow the interviewee to acquire more information about the job and the company, but they can also demonstrate the candidate's strong interest in them.

## **THE STAGES OF INTERVIEW**

**Introduction**-- begins with small talk initiated by the interviewer. The interviewer may ask a few casual questions or make some general remarks. The purpose is to put you at ease, establish rapport, and find a comfortable level of communication.

**Sharing general information**-- starts when the interviewer shifts from small talk to general information about you, the organization, and the position. You may be asked to review your background, interests, and goals. The interviewer will discuss the organization and its goals. This will test your listening and speaking skills as well as give you additional information on which to base intelligent questions.

**Narrowing the focus**-- occurs when the interviewer begins concentrating on the job and how you might fit in. You have the opportunity to expand upon your skills and to demonstrate how they apply to the job requirements. Your efforts in researching the job and the organization will pay off at this point.

**Closing**-- happens when the interviewer begins summarizing what has been said and clarifying certain aspects of the interview. It is also important that you review the points you've made especially about how you are uniquely qualified for the position. If you have relevant skills or experience that you have not yet shared, do it now. The employer will probably explain how and when the next contact will be made and may end with, "Do you have any other questions?" Try to save at least one of your questions for the end so that you wrap-up the interview on a positive note, leaving an enthusiastic impression.

## **APTITUDE SKILLS AND LOGICAL REASONING**

An aptitude is an innate, acquired or learned or developed component of a competency to do a certain kind of work at a certain level. Aptitudes may be physical or mental. The innate nature of aptitude is in contrast to achievement, which represents knowledge or ability that is gained.

In logic three kinds of logical reasoning can be distinguished : deduction, induction and abduction.

Deduction means determining the conclusion. It is using the rule and its precondition to make a conclusion. Example: "When it rains, the grass gets wet. It rains. Therefore, the grass is wet". Mathematicians are commonly associated with this style of reasoning.

Induction means determining the rule. It is learning the rule after numerous examples of the conclusion following the precondition.

Example: "The grass has been wet every time it has rained. Therefore, when it rains, the grass gets wet". Scientists are commonly associated with this style of reasoning.

Abduction means determining the precondition. It is using the conclusion and the rule to support that the precondition could explain the conclusion. Example: "When it rains, the grass gets wet. The grass is wet, therefore, it may have rained". Diagnosticians and detectives are commonly associated with this style of reasoning.

## **GROUP DISCUSSION**

As a professional in the working world, there will be times when you will be required to participate in group discussions. This section offers helpful articles analyzing the rules for success in group discussions. Your career and status within your field can improve if you learn some guidelines and tactics that refine your group discussion skills.

If you have trouble speaking out of turn, interrupting others or a lack of confidence about properly expressing yourself, the techniques about handling yourself in a group discussion can be invaluable. This is helpful advice for any individual working with other people in any industry. Discussing ideas in a group is one of the best ways to solve the problem.

### **Guidelines for group discussion:**

- Choose any topic from the list below and discuss the points that can be discussed in that topic.
- Divide the students into groups of 10. While a topic is under discussion by one group, other students present there be instructed to observe the manner in which discussion is being conducted and group members are projecting their views.

- Give them a topic for the group discussion. Teacher may introduce in brief the topic for discussion without giving his/her biased opinion or without being judgmental about the whole issue.
- Individual members of each group should be given around 10 minutes for preparation. Students can take on various roles during the group discussion. Some of these are:
  - **The initiator:** one who initiates the discussion. It is crucial to give the right direction to the group discussion. The person who starts the group discussion should be very sure of his understanding of the topic.
  - **Moderator:** who tells the group about the need to reach a conclusion and also avoids the discussion from deviating into other topics.
  - **Gatekeeper:** In every group there are members who are aggressive and those who do not speak at all. Maintaining a balance between them is crucial. The Gatekeeper motivates people to participate in the discussion and also helps the aggressive ones make room for others.
  - **Summarizer:** This person summarizes the valid points discussed by the group. This is generally done towards the end of the discussion but at times people keep summarizing every few minutes. Over doing this is not a good thing.

### **What skills are judged in group discussion?**

- How good you are at communication with others.
- How you behave and interact with group.
- How open minded are you.
- Your listening skill.
- How you put forward your views.
- Your leadership and decision making skills.
- Your analysis skill and subject knowledge.

- Problem solving and critical thinking skill.
- Your attitude and confidence.

## **Do's and Don'ts of Group discussion:**

### **1) Keep eye contact while speaking:**

Do not look at the evaluators only. Keep eye contact with every team member while speaking.

### **2) Initiate the GD:**

Initiating the GD is a big plus. But keep in mind – Initiate the group discussion only when you understood the GD topic clearly and have some topic knowledge. Speaking without proper subject knowledge is bad impression.

### **3) Allow others to speak:**

Do not interrupt anyone in-between while speaking. Even if you don't agree with his/her thoughts do not snatch their chance to speak. Instead make some notes and clear the points when it's your turn.

### **4) Speak clearly:**

Speak politely and clearly. Use simple and understandable words while speaking. Don't be too aggressive if you are disagreeing with someone. Express your feelings calmly and politely.

### **5) Make sure to bring the discussion on track:**

If by any means group is distracting from the topic or goal then simply take initiative to bring the discussion on the track. Make all group members aware that you all need to come to some conclusion at the end of the discussion. So stick to the topic.

### **6) Positive attitude:**

Be confident. Do not try to dominate anyone. Keep positive body language. Show interest in discussion.

### **7) Speak sensibly:**

Do not speak just to increase your speaking time. Don't worry even if you speak less. Your thoughts should be sensible and relevant instead of irrelevant speech.

### **8 ) Listen carefully to others:**

Speak less and listen more! Pay attention while others are speaking. This will make coherent discussion and you will get involved in the group positively. You will surely make people agree with you.

### **9) No need to go into much details:**

Some basic subject analysis is sufficient. No need to mention exact figures while giving any reference. You have limited time so be precise and convey your thoughts in short and simple language.

### **10) Formal dressing:**

Do not take it casually. No fancy and funny dressing. You should be comfortable while speaking in group. Positive gesture and body language will make your work easy.

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## **TECHNICAL ROUND**

Next step after clearing aptitude may be technical or single interview which combines both technical and HR which depends on the company. Some may conduct Group discussion also. It depends.

For technical preparation, you can keep notes and hints of brief content. For example, if you go through Software process models, you can have following summary in notes.

Definition

Types

Merits

Demerits

Application

Roles and Responsibilities.

Notes should be very simple and easy to understand. Avoid long sentence. Write in short form. Use hyphens in case of auxiliary verbs which will make you understand easily and look shorter. You may not be annoyed while reading.

After studying a particular domain, you may have self-test which will improve your memory power and retain remembrance of concept to some extent. But you should not give up reading a particular subject once you finished studying. You have to go through it often by following notes so that you won't feel to read it newly during the time of interview because you might have started preparing few months before the commencement of recruitment.

Also while preparing for technical round, most probably you may not need to go in depth of the subject but understanding the key concept is must.

At first, Recruiter would seek whether you are having some basic knowledge related to your course. It will only make them to decide either to select you or not. So you can go through most commonly asked questions which almost cover basic concepts.



## **PERSONAL INTERVIEW**

Face-to-face interviews are where decisions are made! It may seem obvious, but dress professionally and come prepared. During the employment interview, the interviewer meets with the candidate to evaluate their skills, capabilities, and level of experience. When sitting in the hot seat, keep in mind that while there are no standard responses, your replies should be clear and relevant.

### **To answer questions appropriately, remember these guidelines:**

- Listen carefully. If you feel the question is unclear, ask politely for clarification.
- Pause before answering to consider all facts that may substantiate your response.
- Always offer positive information.
- Get directly to the point. Ask if the listener would like you to go into great detail before you do.
- Discuss only the facts needed to respond to the question.
- Do not open yourself to areas of questioning that could pose difficulties for you.
- Be truthful, but do not offer unsolicited information.
- Focus and re-focus attention on your successes.

### **Dress Code:**

#### **Interview Dress for Men**

- Necktie should be silk with a conservative pattern
- Dark shoes (black lace-ups are best)
- Dark socks (black is best)
- Get a haircut; short hair always fares best in interviews

- No beards (unless you are interviewing for a job as a lumberjack!)
- Mustaches are a possible negative, but if you must, make sure it is neat and trimmed
- No rings other than wedding ring or college ring
- No earrings (if you normally wear one, take it out)

### **Interview Dress for Women**

- Always wear a suit with a jacket; no dresses
- Shoes with conservative heels
- Conservative hosiery at or near skin color (and no runs!)
- No purses, small or large; carry a briefcase instead
- If you wear nail polish (not required), use clear or a conservative color
- Minimal use of makeup (it should not be too noticeable)
- No more than one ring on each hand
- One set of earrings only

### **Body language:**

#### **Don't**

- Rub the back of your head or neck. Even if you really do just have a cramp in your neck, these gestures make you look disinterested.
- Rub or touch your nose. This suggests that you're not being completely honest, and it's gross.
- Sit with your arms folded across your chest. You'll appear unfriendly and disengaged.
- Cross your legs and idly shake one over the other. It's distracting and shows how uncomfortable you are.
- Lean your body towards the door. You'll appear ready to make a mad dash for the door.

- Slouch back in your seat. This will make you appear disinterested and unprepared.
- Stare back blankly. This is a look people naturally adopt when they are trying to distance themselves.

**Do:**

- Sit up straight, and lean slightly forward in your chair. In addition to projecting interest and engagement in the interaction, aligning your body's position to that of the interviewer's shows admiration and agreement.
- Show your enthusiasm by keeping an interested expression. Nod and make positive gestures in moderation to avoid looking like a bobble head.
- Establish a comfortable amount of personal space between you and the interviewer. Invading personal space (anything more than 20 inches) could make the interviewer feel uncomfortable and take the focus away from your conversation.
- Limit your application of colognes and perfumes. Invading aromas can arouse allergies. Being the candidate that gave the interviewer a headache isn't going to do anything in your favor.

**Stress Interview:**

Now a day's many organizations are resorting to stress interview to test a candidate's temperament. The purpose of stress interview is to put the candidate on the defensive. Stress interview is based on the premise that stressful situations bring out the true worth of a person and the candidate who performs well under pressure in the interview is likely to perform similar on job.

There are various stress interview tactics that an interviewer may adapt. These include:

**Unexpected Behavior:** The interviewer tries to catch you off guard with unexpected behavior. For example, an interviewer might ask the same question several times, pretending not to understand your answer.

**Uncomfortable Questions:** The interviewer can ask uncomfortable questions such as "Why you get such low marks in graduation" or "Why you were fired from your previous job" to put you under pressure.

**Aggressive Attitude:** The interviewer may convey his aggressive behavior through his body language, facial expressions, or behavior and he will make you realize that you are responsible For it

**Puzzle Question:** The interviewer may ask you a question whose answer you are not generally expected to know, like "How many Maruti cars are running on the roads of Delhi?"

**Case Interview:** The case interview tests your knowledge of relevant business issues, quantitative and analytical skills, ability to prioritise and anticipate problems, and communication skills.

### **Tips on Handling Stress Interview**

- Always keep yourself cool and composed during interview when you are put in a stressful situation.
- Clarify the question and the nature of the answer desired. This can buy you some time to think.
- Don't hesitate about asking questions to get clarification; sometimes, this is exactly what's expected of you.
- Ignore the interviewer's tantrums and his aggressive behavior and keep yourself focused on answering the question to the best of your ability.
- Be open, honest, straight forward and refuse to be emotionally intimidated.

### **TIPS FOR PERSONAL INTERVIEW:**

#### **Lead the Interview**

A good interviewer would be quick to settle and begin to lead the interviewers.

## **Enthusiasm**

The Interviewer normally pays more attention if you display an enthusiasm in whatever you say. This enthusiasm comes across in the energetic way you put forward your ideas. You should maintain a cheerful disposition throughout the interview, a pleasant countenance holds the interviewer's interest.

## **Be Brief**

Brevity is the hall mark of a good communicator. It is recommended that you volunteer information but this must be done in a lucid and to-the-point manner. An over-talkative or verbose person is instantly disliked and misjudged.

## **Don't Bluff**

If you do not know the answer to a question, it is better to acknowledge not knowing it rather than trying to bluff your way through it. The interviewer will respect your integrity and honesty. In our experience, interviewers immediately take a stance of grilling a candidate if they suspect him or her of lying.

## **Humor**

A little humor or wit thrown in the discussion occasionally enables the interviewer to look at the pleasant side of your personality. By injecting humor in the situation doesn't mean that you should keep telling jokes but to make a passing comment that perhaps, makes the interviewer smile.

## **Be Well Mannered**

The way you conduct yourself reflects your upbringing and your culture. It is good to project an air of humility. Over confidence is often misinterpreted by interviewees as Arrogance. Polite statements are recommended.

### **Ask Question, if Necessary**

Many interviewees believe that an interview is a one-way street – the interviewee is the hapless interviewer “victim” struggling to be selected and the interviewer is the ‘all-powerful’ being in whose hands lies the destiny of the interview. It is myth. You may ask a question/clarify information if necessary. Interviewers quite in order and must appreciate it.

### **Eye Contact**

You must maintain eye contact with the panel, right through the interview. This shows your self-confidence and honesty. Many interviewees, while answering, tend to look away. This conveys you are concealing your own anxiety, fear and lack of confidence. Maintaining an eye contact is a difficult process. As the circumstances in an interview are difficult the value of eye contact is tremendous in making a personal impact.

### **Listen Carefully**

It is imperative for you to listen carefully to the questions being asked. If a question is not clear, it would be quite in order for you to seek clarification on the same. Seeking a clarification is far better than giving an irrelevant answer. It is very annoying for interviewers when an interviewee misinterprets the questions and answers by saying something, which is irrelevant.

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# SOFT SKILLS

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Date:.....

### SOFT SKILLS

Soft Skills play a vital role for professional success; they help one to excel in the work place and their importance cannot be defined in this age of information and knowledge. Good soft skills-which are in fact scarce-in the highly competitive corporate world, will help you stand out in a million of routine job seekers with mediocre skills and talent.

The Smyth Country Industry Council, a governing body based in the U.S, conducted the survey recently. The result of the survey was called the Workforce Profile which found "an across-the-board unanimous profile of skills and characteristics needed to make a good employee". The people most likely to be hires for available jobs have what employers call "SOFT SKILLS".

Here were some of the findings according to workforce study:

The most common traits, mentioned by virtually every employer, were:

- Positive work ethic
- Good attitude
- Desire to learn and be trained

#### TOP 50 SOFT SKILLS:

The Workforce Profile defined about 50 "SOFT SKILLS", which employers seek.



They are applicable to any field of work, according to the study, and are the “personal traits and skills that employers state are the most important when selecting employees for jobs of any type.

1. Courtesy
2. Honesty
3. Grammar
4. Reliability
5. Flexibility
6. Team Skills
7. Eye Contact
8. Co-operation
9. Adaptability
10. Follow Rules
11. Good Attitude
12. Writing Skills
13. Dependability
14. Self-supervising
15. Good references
16. Being drug free
17. Good Attendance
18. Personal energy
19. Work experience
20. Ability to measure
21. Personal Integrity
22. Good work history

23. Positive work ethic
24. Interpersonal skills
25. Motivational skills
26. Valuing education
27. Personal chemistry
28. Willingness to learn
29. Common Sense
30. Critical thinking skills
31. Knowledge of fractions
32. Reporting to work on time
33. Good personal appearance
34. Eagerness to do a good job
35. Ability to follow regulations
36. Willingness to be accountable
37. Ability to fill out a job application
38. Ability to make out production quotas
39. Basic manufacturing skills training
40. Awareness of how business works
41. Staying on the job until it is finished
42. Ability to read and follow instructions
43. Willingness to work second and third shifts
44. Caring about seeing the company succeed
45. Understanding what the world is all about
46. Ability to listen and document what you have heard

47. Commitment to continue training and learning
48. Willingness to be a good worker and go beyond the traditional 8 hour day
49. Ability to relate to co-workers in a close environment
50. Communication skills with public, fellow employees, supervisors and customers.

### **THINGS TO DO EVERYDAY:**

Follow these 10 golden rules and enjoy every moment of living.

- Greet your family member first thing in the morning. If you are not used to do this, they will be surprised with your sudden gesture.
- Greet your peers, subordinates and boss once you enter the office. Smile at even the 'Security' personnel standing at the gate, who takes care of your safety.
- Greet your friends along the way and donot ignore them.
- Continuously reciprocate to breed communication. If you donot reciprocate atleast with a 'thanks' when you get information or a source on your outline network or your offline network, you will not be remembered for a long time. If you are not remembered, you are out of your network.
- Be a pro active listener and emphathise with others to command respect.
- While talking to others, your voice, tone and tenor must be audible and soothing. It should not be aggressive or in a shouting mood.
- Dress well to suit your profession and to create positive vibes in your work place. If you are a sales representative you do not go out with printed shirts and jeans, which may turn down your customer.

- Political and religious comments must be avoided at all costs in the workplace, when you are in a group.
- Your communication should not provoke others.
- Do not speak ill of others if you can help it.

### **LOGICAL REASONING:**

Reasoning is the cognitive process of looking for reasons, beliefs, conclusions, actions or feelings.

Different forms of such reflection on reasoning occur in different fields. In philosophy, the study of reasoning typically focuses on what makes reasoning efficient or inefficient, appropriate or inappropriate, good or bad. Philosophers do this by either examining the form or structure of the reasoning within arguments, or by considering the broader methods used to reach particular goals of reasoning. (Source : WIKIPEDIA)

There are several types of reasoning test are avail to test the human skills.the following are the some of the reasoning skills tests,

- Verbal reasoning Skills test
- Non-verbal reasoning skills test
- Analytical reasoning Skills test
- Deductive reasoning Skills test
- Quantitative reasoning Skills test
- Critical reasoning Skills test
- Numerical reasoning Skills test

### **ANALYTICAL SKILLS:**

Analytical skill is the ability to visualize, articulate, and solve complex problems and concepts, and make decisions that make sense based on available information. Such skills include demonstration of the

ability to apply logical thinking to gathering and analyzing information, designing and testing solutions to problems, and formulating plans.

To test for analytical skills one might be asked to look for inconsistencies in an advertisement, put a series of events in the proper order, or critically read an essay. Usually standardized tests and interviews include an analytical section that requires the examiner to use their logic to pick apart a problem and come up with a solution.

Although there is no question that analytical skills are essential, other skills are equally required as well. For instance in systems analysis the systems analyst should focus on four sets of analytical skills: systems thinking, organizational knowledge, problem identification, and problem analyzing and solving.

It also includes the way we describe a problem and subsequently finding out the solutions.

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**SAKTHI MARIAMMAN ENGINEERING COLLEGE**

**THANDALAM 602105**

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**GE2321 COMMUNICATION SKILLS LAB**

REG.NO: 21408106103

NAME:

**Surendiran.M**

### **LOGICAL REASONING**

1. Mathematics allows us to expand our consciousness. Mathematics tells us about economic trends, patterns of disease, and the

growth of populations. Math is good at exposing the truth, but it can also perpetuate misunderstandings and untruths. Figures have the power to mislead people.

This paragraph best supports the statement that

- a.** the study of mathematics is dangerous.
  - b.** words are more truthful than figures.
  - c.** the study of mathematics is more important than other disciplines.
  - d.** the power of numbers is that they cannot lie.
  - e.** figures are sometimes used to deceive people.
2. Today's workforce has a new set of social values. Ten years ago, a manager who was offered a promotion in a distant city would not have questioned the move. Today, a manager in that same situation might choose family happiness instead of career advancement.

This paragraph best supports the statement that

- a.** most managers are not loyal to the corporations for which they work.
  - b.** businesses today do not understand their employees' needs.
  - c.** employees' social values have changed over the past ten years.
  - d.** career advancement is not important to today's business managers.
  - e.** companies should require their employees to accept promotions.
3. Cloudy days tend to be more windy than sunny days.  
Foggy days tend to be less windy than cloudy days.  
Sunny days tend to be less windy than foggy days.

If the first two statements are true, the third statement is

- a.** true.
  - b.** false.
  - c.** uncertain.
4. Three pencils cost the same as two erasers.  
Four erasers cost the same as one ruler.  
Pencils are more expensive than rulers.

If the first two statements are true, the third statement is

- a. true.
- b. false.
- c. uncertain.

5. An Informal Gathering occurs when a group of people get together in a casual, relaxed manner.

Which situation below is the best example of an Informal Gathering?

- a. The book club meets on the first Thursday evening of every month.
- b. After finding out about his promotion, Jeremy and a few coworkers decide to go out for a quick drink after work.
- c. Mary sends out 25 invitations for the bridal shower she is giving for her sister.
- d. Whenever she eats at the Mexican restaurant, Clara seems to run into Peter.

6. Here are some words translated from an artificial language.
- slar means jump
  - slary means jumping
  - slarend means jumped

Which word could mean "playing"?

- a. clargslarend
- b. clargy
- c. ellaclarg
- d. slarmont

7. Choose the pair that best represents a similar relationship to the one expressed in the original pair of words.

CONDUCTOR : ORCHESTRA

- a. jockey : mount
- b. thrasher : hay
- c. driver : tractor
- d. skipper : crew
- e. painter : house

8. Look at this series: V, VIII, XI, XIV, \_\_, XX, . . .

What number should fill the blank?

- a. IX
- b. XXIII
- c. XV
- d. XVII

9. Look at this series: 21, 9, 21, 11, 21, 13, . . .

What number should come next?

- a. 14
- b. 15
- c. 21
- d. 23

10. Which word does NOT belong with the others?

- a. leopard
- b. cougar
- c. elephant
- d. lion

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**LOGICAL REASONING ANSWERS**

1. **E.** This answer is clearly stated in the last sentence of the paragraph. Choice **a** can be ruled out because there is no support to show that studying math is dangerous. Words are not mentioned in the passage, which rules out choice **b**. Choice **d** is a contradiction to the information in the passage. There is no support for choice **c**.
2. **C.** A change in employee social values over the past ten years is implied in the whole paragraph, but particularly in the first sentence. Choice **a** is incorrect because the loyalty of the managers to their corporations is never discussed. There is no support for choice **b**. In choice **d**, perhaps career advancement is less important than it once was, but the paragraph does not indicate that advancement is unimportant to managers. Choice **e** is an opinion that is not supported.
3. **C.** Cloudy days are the most windy, but there is not enough information to compare the wind on the foggy days with the wind on the sunny days.
4. **B.** Rulers are the most expensive item.
5. **B.** After getting some good news, Jeremy and a few friends casually get together for a drink after work, thereby having an informal gathering. Choices **a** and **c** describe more formal types of gatherings. Choice **d** describes a chance or coincidental kind of meeting.

6. **B.** According to this language, *slar* means jump. The suffix *-ing* is represented by *-y*. Since choice **b** is the only one that ends in the letter *y*, this is the only possible option.
7. **D.** A conductor leads an orchestra; a skipper leads a crew.
8. **D.** This is a simple addition series; each number is 3 more than the previous number.
9. **C.** In this alternating repetition series, the random number 21 is interpolated every other number into an otherwise simple addition series that increases by 2, beginning with the number 9.
10. **C.** A leopard, cougar, and lion all belong to the cat family; an elephant does not.

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**APTITUDE QUESTIONS**

1. There are two candidates P and Q in an election. During the campaign, 40% of the voters promised to vote for P, and rest for Q. However, on the day of election 15% of the voters went back on their promise to vote for P and instead voted for Q. 25% of the voters went back on their promise to vote for Q and instead voted for P. Suppose, P lost by 2 votes, then what was the total number of voters?

- (A) 100      (B) 110      (C) 90      (D) 95

2.

Which number replaces the question mark?



3. Find the wrong one

**3, 5, 11, 14, 17, 21**

- A. 21      B. 17  
C. 14      D. 3

4. Find out the wrong number in the given sequence of numbers.

**582, 605, 588, 611, 634, 617, 600**

- A. 634      B. 611  
C. 605      D. 600

5. It was Sunday on Jan 1, 2006. What was the day of the week Jan 1, 2010?

- A. Sunday      B. Saturday  
C. Friday      D. Wednesday

6. In one hour, a boat goes 11 km/hr along the stream and 5 km/hr against the stream. The speed of the boat in still water (in km/hr) is:

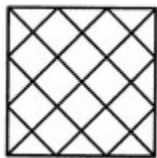
- A. 3 km/hr    B. 5 km/hr  
C. 8 km/hr    D. 9 km/hr

7. Find the greatest number that will divide 43, 91 and 183 so as to leave the same remainder in each case.

- A.4            B.7  
C.9            D.13

8. If  $5+3+2 = 151012$ ,  $9+2+4 = 183662$ ,  $8+6+3 = 482466$ ,  $5+4+5 = 202504$  then what will be the answer of  $7+2+5$ ?

9. Find the number of triangles in the given figure.



10. Find the wrong number

**1, 1, 2, 6, 24, 96, 720**

- A.720            B.96  
C.24            D.6            E.2

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**APTITUDE QUESTIONS ANSWERS**

1. A

PQ

40% 60%

6% 6%

15% 15%

---

49% 51%

:2% =2

100%= 100

2. 51

3. C. 14

4. A.

5. C. Friday

6. C. 8 km/hr

7. A. 4

8.  $7 + 2 + 5 = 143542$ .

9.  $12 + 4 + 8 + 8 + 4 = 36$ .

10. B. 96

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NAME:

### **TECHNICAL QUESTIONS**

1. What is the color code for a 220 OHM 5% resistor?
  - A. Red, Red, Brown, Gold
  - B. Orange, Orange, Black, Gold
  - C. Red, Red, Black, Gold
  - D. Red, Red, Brown, Silver
  
2. Which resistive component is designed to be temperature sensitive?
  - A. Thermistor
  - B. Rheostat
  - C. Potentiometer
  - D. Photoconductive cell
  
3. Electricity may be generated by a wire:
  - A. carrying current
  - B. wrapped as a coil
  - C. that has neutral domains
  - D. passing through a flux field
  
4. What is magnetic flux?
  - A. the number of lines of force in webers
  - B. the number of lines of force in maxwells



- C. the number of lines of force in teslas
  - D. the number of lines of force in flux density
5. What type of device consists of a coil with a moveable iron core?
- A. solenoid
  - B. reed switch
  - C. relay
  - D. armature
6. A practical inductor
- A. has inductance
  - B. has winding resistance
  - C. has winding capacitance
  - D. all of the above
7. What happens when moving, expanding lines of force encounter a conductor?
- A. Current increases.
  - B. Voltage is induced.
  - C. Resistance is reduced.
  - D. Power is increased.
8. When a load is not connected to the secondary of a transformer:
- A. primary current is zero
  - B. primary current is inversely proportional to primary impedance

- C. secondary voltage is zero
- D. secondary voltage is proportional to primary impedance

9. The primary winding of a transformer is the side connected to the load.

- A. True
- B. False

10. The output will be a LOW for any case when one or more inputs are zero in a(n):

- A. OR gate
- B. NOT gate
- C. AND gate
- D. NAND gate

11. With the positive probe on an NPN base, an ohmmeter reading between the other transistor terminals should be:

- A. open
- B. infinite
- C. low resistance
- D. high resistance

12. What is remanence?

- A. reactance
- B. reluctance
- C. retentivity
- D. resistance

13. What does a Hall Effect sensor sense?

- A. temperature

- B. moisture
- C. magnetic fields
- D. pressure

14. What causes the piezoelectric effect?

- A. heat or dissimilar metals
- B. pressure on a crystal
- C. water running on iron
- D. a magnetic field

15. The two basic types of signals are analog and:

- A. digilog
- B. digital
- C. vetilog
- D. sine wave

16. How many bits are used in the address bus?

- A. 7      B. 8
- C. 9      D. 16

17. When both inputs of a J-K flip-flop cycle, the output will:

- A. be invalid
- B. not change
- C. change
- D. toggle

18. If both inputs of an S-R NAND latch are LOW, what will happen to the output?

- A. The output would become unpredictable.
  - B. The output will toggle.
  - C. The output will reset.
  - D. No change will occur in the output.
19. The digits in a measured number that are known to be correct are called
- A. accuracy digits
  - B. significant digits
  - C. error digits
  - D. precision digits
20. Pico is what relation to micro?
- A. one-tenth    B. one-hundredth
  - C. One-thousandth    D. one-millionth

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**TECHNICAL QUESTIONS ANSWERS**

1. A. Red, Red, Brown, Gold
2. A. Thermistor
3. D. passing through a flux field
4. A. the number of lines of force in Weber's
5. A. solenoid
6. D. all of the above
7. B. Voltage is induced.
8. B. primary current is inversely proportional to primary impedance
9. B. FALSE
- 10.C. AND gate
- 11.C. low resistance
- 12.C. retentivity
- 13.C. magnetic fields

- 14. B. pressure on a crystal
- 15. B. digital
- 16. D. 16
- 17. B. not change
- 18. A. The output would become unpredictable.
- 19. B. significant digits
- 20. B. one-hundredth

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REG.NO: 21408106103

NAME:

Surendiran.M

**MATHEMATICAL PUZZLES**

1. The cube root of .000216 is:

- A. .6
- B. .06
- C. 77
- D. 87

2. Find the greatest number that will divide 43, 91 and 183 so as to leave the same remainder in each case.

- A. 4

- B. 7
- C. 9
- D. 13

3. In order to obtain an income of Rs. 650 from 10% stock at Rs. 96, one must make an investment of:

- A. Rs. 3100    B. Rs. 6240
- C. Rs. 6500    D. Rs. 9600

4. A man walked diagonally across a square lot. Approximately, what was the percent saved by not walking along the edges?

- A. 20
- B. 24
- C. 30
- D. 33

5. The difference between a two-digit number and the number obtained by interchanging the positions of its digits is 36. What is the difference between the two digits of that number?

- A. 3    B. 4
- C. 9    D. Cannot be determined    E. None of these

6. A bag contains 6 black and 8 white balls. One ball is drawn at random. What is the probability that the ball drawn is white?

- A.  $\frac{3}{4}$
- B.  $\frac{4}{7}$
- C.  $\frac{1}{8}$

D.  $\frac{3}{7}$

7. If  $\log 27 = 1.431$ , then the value of  $\log 9$  is:

A. 0.934 B. 0.945

C. 0.954 D. 0.958

8. A sum of Rs. 12,500 amounts to Rs. 15,500 in 4 years at the rate of simple interest. What is the rate of interest?

A. 3% B. 4%

C. 5% D. 6% E. None of these

9. A sum of money amounts to Rs. 9800 after 5 years and Rs. 12005 after 8 years at the same rate of simple interest. The rate of interest per annum is:

A. 5% B. 8%

C. 12% D. 15%

10. 3 pumps, working 8 hours a day, can empty a tank in 2 days. How many hours a day must 4 pumps work to empty the tank in 1 day?

A. 9

B. 10

C. 11

D. 12



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**MATHEMATICAL QUESTIONS : ANSWERS**

1. B. .06

2. A. 4

3. B. Rs. 6240

4. C. 30

5. B.  $\frac{4}{7}$

6. B. 4

7. C. 0.954

8. D. 6%

9. C. 12%

10. D. 12

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# **COMPREHENSION**

# **EXERCISES**

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**ERROR CORRECTION**

**From the following pairs of sentences identify the grammatically correct sentence**

1. He is not only known for his wealth but also for his wisdom.

He is known not only for his wealth but also for his wisdom.

2. She not only lost her ticket but also her suitcase.

She lost not only her ticket but also her suitcase.

3. Please meet the concerned officer.

Please meet the officer concerned.

4. The students of my college are better than your college.

The students of my college are better than those of your college.

5. Last night, the criminal has been arrested.

Last night, the criminal was arrested.

6. Students should avail the transport facility.

Students should avail themselves of the transport facility.

7. Please excuse me being late.

Please excuse my being late.

8. He removed his coat and hanged it on a nail.

He removed his coat and hung it on a nail.

9. The computer monitor with its accessories have been received.

The computer monitor with its accessories has been received.

10. The broken windows has repairs already.

The broken window has been repaired already.

11. I am going to a picnic.

I am going on a picnic.

12. I am a bit in a hurry.

I am in a bit of hurry.

13. I wish I have the job.

I wish I had a job.

14. There is not anything wrong in doing this.

There is nothing wrong in doing this.

15.He is very learned.

He is very knowledgeable.

16.I think my bike has a problem.

I think there is a problem with my bike.

17.Are you born in Hyderabad?

Were you born in Hyderabad?

18.Is that a high pay job?

Is that a high paying job?

19.Which kind of car is yours?

What type of car is yours?

20.That will effect your health.

That will affect your health.

21.Insure that you are coming tomorrow at the right time.

Ensure that you are coming tomorrow at the right time.

22. He is still smoking, irregardless of his health.

He is still smoking, regardless of his health.

23. This food is very delicious.

This food is delicious.

24. We will insist for payments.

We will insist on payment.

25. She was so much involved in her job.

She was so involved in her job.

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NAME:

**ERROR CORRECTION ANSWERS**

1. He is not only known for his wealth but also for his wisdom.
2. She not only lost her ticket but also her suitcase.
3. Please meet the officer concerned.
4. The students of my college are better than your college.
5. Last night, the criminal was arrested.
6. Students should avail themselves of the transport facility.
7. Please excuse me being late.
8. He removed his coat and hung it on a nail.
9. The computer monitor with its accessories has been received.
10. The broken window has been repaired already.
11. I am going on a picnic.
12. I am in a bit of hurry.
13. I wish I had a job.
14. There is nothing wrong in doing this.
15. He is very knowledgeable.
16. I think there is a problem with my bike.
17. Were you born in Hyderabad?
18. Is that a high pay job?



19. Which kind of car is yours?
20. That will affect your health.
21. Ensure that you are coming tomorrow at the right time.
22. He is still smoking, regardless of his health.
23. This food is delicious.
24. We will insist for payments.
25. She was so involved in her job.

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**JUMBLED SENTENCES-1**

Rewrite the following jumbled sentences in the correct form

- 1) The dissolved cellulose is formed into threads by a technical process.
- 2) This fibre is, in fact, a reconstituted natural fiber.
- 3) After that, they are dried on a heated roller.
- 4) The cellulose is obtained from shredded wood pulp.
- 5) Finally, they are wound on to a bobbin.
- 6) It is made by dissolving cellulose in a solution of sodium hydroxide.
- 7) The threads are drawn from the setting bath of dilute sulphuric acid. Then, they are wound on reel and washed.
- 8) Rayon is a man-made fiber.

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NAME:

**JUMBLED SETENCES - 10 ANSWERS**

1. Rayon is a man-made fibre.
2. This fibre is, in fact, a reconstituted natural fibre.
3. It is made by dissolving cellulose in a solution of sodium hydroxide.
4. The cellulose is obtained from shredded wood pulp.
5. The dissolved cellulose is formed into threads by a technical process.
6. The threads are drawn from the setting bath of dilute sulphuric acid. Then, they are wound on reel and washed.
7. After that, they are dried on a heated roller.
8. Finally, they are wound on to a bobbin.

Ex.No:.....

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GE2321 COMMUNICATION SKILLS LAB

REG.NO: 21408106103

NAME:

Surendiran.M

SCRAMBLED SENTENCES-2

- 1) Some of its blood vessels are so wide that you could swim through them
- 2) Blue whales breed in the Arctic.
- 3) It is one of the fastest animals in the sea.
- 4) Its tail is the width of a small aircraft's wings.
- 5) Its tongue weighs as much as an elephant

- 6) It is 30 meters long.
- 7) The blue whale is the biggest animal that has ever lived on our planet.
- 8) It weighs over 200 tonnes.
- 9) Its heart is the size of a car.
- 10) A single blue whale can consume 40 million krill in one day

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**THANDALAM 602105**

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**Surendiran.M**

**NAME:**

**JUMBLED SENTENCES-2: ANSWERS**

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# CONVERSATION

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## CONVERSATION-1

### CONVERSATION BETWEEN CUSTOMER AND SHOPKEEPER

**SUREN:** Welcome to our shop Sir. What would you like to buy?

**LENON:** I would like to buy a Computer. Could you show me a good computer?

**SUREN:** Oh sure Sir. I'll show you. We have almost all the popular brands. What would you like to buy? Desktop or laptop?

**LENON:** Well, I would like to buy a desktop with intel core 2 processor and 2 GB RAM.

**SUREN:** We have all the popular brands like Dell, HCL, Acer, Samsung, LG etc....Here is Dell - the best system in the world. It has good configuration and LCD display. The quality is also marvelous

**LENON:** But, I think Dell is costly. What is its price? Can you show me other brands?

**SUREN:** It costs 30,000/- only. But you can't get good quality in low-priced Computers. We also have second hand Computers. Would you like to see them?

**LENON:** I don't have any idea of buying second hand computers. But, anyway let me have a look at them. Will those computers last long?

**SUREN:** We cannot assure you Sir. Because old computer's quality will not be as good as new computers

**LENON:** Ok fine. Then, let me buy a new computer. Please tell me about other brands.

**SUREN:** : Here is Sony Vaio - the most popular Computer in America and European countries. The price of this desktop is Rs. 25000/- only. We also have computers priced below Rs.25000/-.

**LENON:** I need a quality product. And what about this set.....HP. Is it having a good sale?

**SUREN:** HP is really an excellent computer. But, this doesn't satisfy your configuration needs. It has only 1GB RAM. Have a look at this HCL system, Sir. It satisfies all your configuration needs.

**LENON:** Oh fine. This looks pretty good. But what is its price?

**SUREN:** Rs. 20000/- only.



**LENON::** What about its quality and also please tell me the minimum price, only then I can buy it from you.

**SUREN::** I have already told you the minimum price. You can't get this system at less than it anywhere. Moreover you'll be provided with good speakers and a UPS.

**LENON::** Do you have finance facility? I want to pay by installments.

**SUREN::** Yes Sir.. You have that option. You have to pay Rs 15000/- as the advance. Then you can pay Rs 2000/- each month. But you will be getting the speakers and the UPS only after paying the full money. And the important thing is if you fail to pay then you will not get the free gifts and we will impound your system also.

**LENON::** Oh that's too bad. Can you reduce the advance payment to Rs 10000/-.

**SUREN::** No Sir. That is not possible. Normally we don't provide installment option. But, only for trusted customers like you we are providing that option.

**LENON::** Ok. When will you deliver the product? Will you install the Windows 07 OS in the system?

**SUREN::** Sure Sir. But installing Os costs Rs 2500/- extra. We will deliver the system tomorrow morning. Take this booklet. Fill it up, have the signatures of one guarantor and submit it by 8pm today or early in the morning tomorrow. Then you will get the delivery of System by the morning tomorrow.

**LENON::** Ok. I'll fill and give this form by today. Can you please deliver the system within today?

**SUREN::** That is not possible Sir. We can deliver it only tomorrow morning and we can install the Os by tomorrow evening only.

**LENON::** Ok. Thank you.

**SUREN::** Thank you for purchasing in our shop Sir.

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CONVERSATION-2

**CONVERSATION BETWEEN SHOPKEEPER AND CUSTOMER**  
**REGARDING MOBILE PHONES**

**Shopkeeper:** Welcome sir! Would you like to buy a mobile phone?

**Customer:** Could you show me a good mobile?

**Shopkeeper:** Oh sure. I'll show you. We have almost all the popular brands.

**Customer:** I need color MOBILE PHONE with camera and MP3. Which brands do you have?

**Shopkeeper:** We have all the popular brands like Nokia, Sonyericson, Samsung, LG, Motorola etc..... Here is Nokia-the best MOBILE PHONE in the world. It has good sound effect and picture quality - it is marvelous.

**Customer:** I think it is costly. What is its price?

**Shopkeeper:** Rs.15000/- only. But you can't get good quality in low-priced MOBILE PHONES. Here is Sony - the most popular MOBILE PHONE in America and European countries. The price of this model is Rs.13000/- only. We also have MOBILE PHONES priced below Rs.8000/-

**Customer:** I need a quality product. And what about this Motorola set. Is it having a good sale?

**Shopkeeper:** Motorola is really an excellent set. Though it has not yet become much popular. But you can compare its quality to Nokia.

**Customer:** It is really the set which I was looking for. But what is its price?

**Shopkeeper:** Rs.15000/- only, quite reasonable.

**Customer:** Please tell me the minimum price, only then I can buy it from you.

**Shopkeeper:** I have already told you the minimum. You can't get this set at less than it anywhere. Moreover you'll also get an attractive gift with it = a beautiful wall clock worth rupees 500 or a beautiful imported handbag.

**Customer:** Do you have finance facility? I want to pay by installments.

**Shopkeeper:** You have two options. The better is Countrywide. 75% of the MOBILE PHONE price is financed at an interest rate of 16% and you get delivery within 3 days. Then there are private financiers who charge much more. But you can get delivery on the same day if you book in the morning.

**Customer:** In fact I want a Phone set by tomorrow evening as I want to present it to my wife on her birthday.

**Shopkeeper:** take this booklet. Fill it up, have the signatures of one guarantor and submit it by 11am tomorrow. Then you will get the delivery of MOBILE PHONE by the evening tomorrow.

**Customer:** what is the rate of interest?

**Shopkeeper:** 18%. It has to be paid in the beginning. The amount of the MOBILE PHONE has to be paid by 10 equal installments.

**Customer:** the financier is charging whole year's interest for ten months. And he is taking interest in the beginning. This way the actual interest rate comes up to more than 22%.

**Shopkeeper:** I agree. Their rates are certainly high.

**Customer:** I'll have to think. I can't even withdraw money from the bank as tomorrow is Sunday and the banks will remain closed. Can you take cheque?

**Shopkeeper:** Okay. We'll take the cheque if there is sufficient amount in your bank.

**Customer:** Thanks.

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**COMPREHENSIVE PASSAGE**

**Read the passage and answer the questions given below:**

Let us take a brief look at the planet on which we live. As earth hurtles through space at a speed of 70,000 miles per hour, it spins, as we all know, on its axis, which causes it to be flattened at the Poles. Thus, if you were to stand at sea level at the North or South Pole you would be 13 miles nearer the centre of the earth than if you stood on the Equator.

The earth is made up of three major layers — a central core, probably metallic, some 4000 miles across, a surrounding layer of compressed rock and to top it all a very thin skin of softer rock, only about 20 to 40 miles thick - that's about as thin as the skin of an apple, talking in relative terms.

The pressure on the central core is unimaginable. It has been calculated that at the centre it is 60 million pounds to the square inch, and this at a temperature of perhaps 10,000 degrees Fahrenheit. The earth's interior, therefore, would seem to be of liquid metal and evidence for this is given by the behaviour of earthquakes.

When an earthquake occurs, shock waves radiate from the centre just as waves radiate outwards from the point where a stone drops into a pond. And these waves pulsate through the earth's various layers. Some waves descend vertically and pass right through the earth, providing evidence for the existence of the core and an indication that it is fluid rather than solid. Thus, with their sensitive instruments, the scientists who study earthquakes, the seismologists, can in effect X-ray the earth.

Iceland is one of the most active volcanic regions of the world. And it was to Iceland that Jules Verne sent the hero of this book 'A journey to the Centre of the earth'.

This intrepid explorer clambered down the opening of an extinct volcano and followed its windings until he reached the earth's core. There he found great oceans, and continents with vegetation. This conception of a hollow earth we now know to be false. In the 100 years since Jules Verne published his book, the science of vulcanology, as it is called, has made great strides. But even so the deepest, man has yet penetrated is about 10,000 feet. This hole, the Robinson Deep mine in South Africa, barely scratches the surface; so great is the heat at 10,000 feet that were it not for an elaborate air conditioning system, the miners working would be roasted. Oil borings down to 20,000 feet have shown that the deeper they go, the hotter it becomes.

The temperature of the earth at the centre is estimated to be anything between 3,000 and 11,000 degrees Fahrenheit. Some scientists believe that this tremendous heat is caused by the breaking-down of radio-active elements, which release large amounts of energy and compensate for the loss of heat from the earth's surface. If this theory is correct, then we are all living on top of a natural atomic power house.

### **Answer the questions**

1. Choose the response which best reflects the meaning of the text.

(a) The outer layer of the Earth is compared to the skin of an apple because

- i. it is only 20 to 45 miles thick.
- ii. it is thin in proportion to the Earth's mass.
- iii. it is relatively thin compared with the central core.
- iv. it is softer than the outer layers.

(b) Which of the following is not true?

It is thought that the interior of the earth is not solid because

- (i) there is great pressure at the centre.

- (ii) earthquake waves can move vertically.
- (iii) the outer layer is made of rock.
- (iv) the heat at the centre is too great.

(c) The Robinson Deep mine in South Africa is

- (i) too deep to work in.
- (ii) too hot to work in.
- (iii) still in use.
- (iv) very close to the surface.

(d) Since the publication of Jules Verne's book it has been proved that

- (i) the centre of the earth is not hollow.
- (ii) oil borings cannot go deeper than 20,000 feet.
- (iii) the earth is hot at the centre because heat is lost at the surface.
- (iv) the earth is in danger of exploding.

(e) The behavior of earthquakes is the evidence to show that

- (i) the outer layer is not semi-solid.
- (ii) the interior of the earth is not solid.
- (iii) the interior layer consists of compressed rock.
- (iv) earthquakes can be controlled.

(f) An elaborate air-conditioning system was indispensable in Robinson Deep Mine because of the

- (i) Excessive internal pressure.
- (ii) extreme cold condition.
- (iii) excessive internal heat.



(iv) depth of the mine itself.

2) Decide whether the following statements are True or False.

- (a) If you stand at the Equator you will be closer to the centre of the Earth than if you stand at the poles.
- (b) The shock waves from an earthquake cannot pass through the Earth's central core.
- (c) Jules Verne suggested that the Earth's centre was hollow.
- (d) It is not known exactly how hot it is at the centre of the Earth.
- (e) The earth travels through the space at a speed of 90,000 miles per hour.
- (f) The earth is compared to a natural atomic power house.

3) Choose the definition which best fits these words or phrases as they are used in the text

- (a) in effect
- (i) probably (ii) effectively
- (iii) actually (iv) accurately
- (b) intrepid
- (i) daring (ii) foolish
- (iii) experienced (iv) curious
- (c) has made great strides
- (i) caused a sensation (ii) been accepted by scientists
- (iii) developed immensely (iv) improved mining techniques
- (d) compensate for
- (i) prepare for (ii) allow for

(iii) make up for

(iv) exchange for

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**COMPREHENSIVE PASSAGE: ANSWERS**

1. A. (ii) it is thin in proportion to the Earth's mass.  
B. (iii) the outer layer is made of rock.  
C.(ii) too hot to work in.  
(iii) still in use.

- D. (i) the centre of the earth is not hollow.
- E. (iii) the interior of the earth is not solid.
- F (iii) excessive internal heat.

- 2. (a) false
- (b) false
- (c) true
- (d) true
- (e) false
- (f) true

- 3. (a) (iii) actually
- (b)(i) daring
- (c)(iii) developed immensely
- (d) (iii) make up for

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**GAP FILLING****Read The Following Table and Answer the Question Given Below:**

National energy production 1990-1993

Year	Diesel	Petrol	Natural Gas	Others
1990	43.6%	24.1%	19.3%	13.0%
1991	40.4%	32.3%	32.3%	7.3%
1992	36.8%	41.2%	18.7%	3.3%
1993	45.9%	33.6%	20.0%	0.5%

1. The production of natural gas in 1992 was \_\_\_\_\_ percentage.
2. The production of diesel increased by \_\_\_\_\_ percent in 1992 from the previous year.
3. The production of petrol was highest in \_\_\_\_\_.
4. Which year saw the same quantity of natural gas production?  
\_\_\_\_\_.
5. In which year was the production of diesel and petrol highest?  
\_\_\_\_\_.

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**GAP FILLING**

**Fill in the Blanks Using the List of words given below:**

Social	Hierarchies	Workers
Strictly	Adhere	Odor
Strong	Players	Mates
Play	Playable	Identify

As \_\_\_\_\_ creatures, ants need to identify their own nest mates from non-nest mates. They do this by recognizing the \_\_\_\_\_ that emanates from their nest mates, which is different from that given off by non-nest \_\_\_\_\_. Ants have \_\_\_\_\_ comprising forager ants, workers and queens. Each has a well defined role to play in the colony. They \_\_\_\_\_ adhere to their social structures.

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**GAP FILLING**

Fill in the Blanks Using the List of words Given Below:

Elongated	Two	Foot
First	Narrow	Spiral
Winding	Square	Circular
Large	Curved	Terrace

John has entered a room near his college. The room is on the \_\_\_\_\_ floor of the house. It is small \_\_\_\_\_ room facing south. It has a \_\_\_\_\_ bay-window on the south side and an \_\_\_\_\_ shuttered-window on the eastside. Along the other \_\_\_\_\_ walls are two doors, one on the west side opening onto a \_\_\_\_\_ balcony with a two \_\_\_\_\_ high \_\_\_\_\_ grill fixed along its edge. The other door opens out into a \_\_\_\_\_ passage. On one of it

is a \_\_\_\_\_ stairway leading down to the dining hall on the first floor. On the other end is a \_\_\_\_\_ staircase which takes you up to the terrace.

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**PRESENTATION**

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