

**Krantiguru Shyamji Krishna Verma Kachchh University, Bhuj**  
**Master of Science (Computer Applications & Information Technology)**  
**Semester: I**

<b>Paper Code: FCCS101</b>		<b>Total Credit : 4</b> <b>Total Marks : 70</b> <b>Time : 3 Hrs</b>
<b>Title of Paper: Communication Skills in English</b>		
<b>Unit</b>		
<b>Unit</b>	<b>Description</b>	<b>Weighting</b>
I	<b>ORAL COMMUNICATION :</b> - Meaning, nature and scope - Principles of effective oral communication - Techniques of effective speech - Meaning and Definition - Process – Functions – Objectives - Importance – Essentials of good communication - Communication barriers - Overcoming communication barriers - Communication: At the college, On the campus, Outside the campus, At the post office, For Business and pleasure, Review.	20%
II	<b>GRAMMER AND USAGE :</b> - The Articles - Nouns & Pronouns - Tenses - Auxiliary verbs ( Model auxiliaries ) - Questions and negatives - Prepositions attached to verbs	20%
III	<b>GRAMMER AND USAGE :</b> - Vocabulary words often confused, Abbreviations and Numerals - Active-Passive - Conjunctions - Reported speech - Translation	20%
IV	<b>BUSINESS COMMUNICATION</b> - Enquiries and Replies - Quotations - Voluntary offers - Placing of orders - Cancellations of orders - Complaints and Adjustments	20%
V	<b>INFORMATIONTECHNOLOGYFOR COMMUNICATION</b> - Word Processor-Telex-Facsimile(Fax) - E-mail-Voicemail-Internet –Multimedia-Teleconferencing - Mobile Phone Conversation - Video Conferencing - SMS - Telephone Answering Machine - Advantages and limitations of these types.	20%
<b>Basic Text &amp; Reference Books :-</b>		
1.	Creative English Communication By N.Krishnaswami and T.Sriraman.	
2.	Contemporary English Grammar, Structure and Composition By David Green.(MacMillan)	
3.	Essential of Business Communication By Rajendra Pal and J.S.Korlahalli(S.Chand & Sons)	
4.	Business correspondence & Report By R.C.Sharma & Krishna Mohan.	
5.	Business Communication Dr. S.V. Kadvekar, Prin. Dr. C.N. Rawal and Prof.Ravindra Kothavade – Diamond Publications, Pune.	

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I	Q.1 (A) Short /Medium Questions. (With Internal Option)	06
	Q.1 (B) Medium / Long Questions. (With Internal Option)	08
II	Q.2 (A) Short /Medium Questions. (With Internal Option)	06
	Q.2 (B) Medium / Long Questions. (With Internal Option)	08
III	Q.3 (A) Short / Medium Questions (With Internal Option)	06
	Q.3 (B) Medium / Long Questions. (With Internal Option)	08
IV	Q.4 (A) Short / Medium Questions (With Internal Option)	06
	Q.4 (B) Medium / Long Questions. (With Internal Option)	08
V	Q.5 (A) Short / Medium Questions (With Internal Option)	06
	Q.5 (B) Medium / Long Questions. (With Internal Option)	08