Communication Skills (English) (311303)

Model Question Paper — Set B · Model Answers

Examiner's note (as in MSBTE model answers): answers are assessed on key points and correct language, not word-to-word. Paragraphs, dialogues, descriptions, diary entries and speeches may vary in content; marks go to format, relevance, organisation and correct English.

Q.1

a) How Goa and Ooty freed themselves from plastic bags 2 M

- Shops in Goa and Ooty stopped giving goods in plastic carry bags.
- Instead, they hand over items such as tea and chocolates in neat, stylish **newspaper (paper) bags**.
- This simple practice reduced plastic waste; the lesson says it should be followed everywhere.

(Ban on plastic bags 1 M, use of paper bags 1 M)

b) Four qualities for success according to Dr. Kalam 2 M

1. Having a clear **aim** (goal) in life
2. Continuously acquiring **knowledge**
3. **Hard work** with devotion
4. **Perseverance** (never giving up)

(Each quality ½ M)

c) Name and motto of Arunima Sinha's academy 2 M

- **Name:** Shaheed Chandrashekhar Azad Viklang Khel Academy (sports academy for disabled children).
- **Motto:** to give the best sports facilities to physically challenged children, especially the poor, free of cost.

(Name 1 M, motto 1 M)

d) How Mrs. Sheila Kumar looked according to Ajay 2 M

- To young Ajay, Mrs. Kumar was a **tall and slender** lady.
- She always had a **calm, serene smile** on her face, which made her look kind and gentle; Ajay admired her.
- When he met her forty years later, she had become old, with grey hair and a wrinkled face, but the same warmth.

(Any two points 1 M each)

e) Any four of the seven keys to success 2 M

1. Peace of mind
2. Health and energy
3. Loving relationships

4. Financial freedom

(Other keys: worthy goals and ideals; self-knowledge and self-awareness; personal fulfilment.)

(Any four keys ½ M each)

f) Use of plastic by Indians, Europeans and Americans 2 M

People	Plastic used per person per year
Indians	about 3 kg
Europeans	about 60 kg
Americans	about 80 kg

Thus Americans use the most plastic and Indians the least, though India's total waste is still a big problem.

(Correct figures 1½ M, comparison ½ M)

g) Why HR introduced IQ, EQ and SQ tests 2 M

- Earlier, candidates were selected only on the basis of **good marks**, but many of them were not fit for work; some had good memory but could not solve problems.
- Many could not control fear, anger or jealousy and could not take decisions in critical situations.
- So HR introduced **IQ** (intelligence), **EQ** (emotional stability) and **SQ** (situational intelligence) tests to select the right persons.

(Reason 1 M, tests 1 M)

Q.2

a) Disastrous effects of plastic on the sea 4 M

1. Plastic is non-biodegradable, so the waste that reaches rivers and seas stays there for many years and keeps accumulating.
2. Large floating masses of plastic cause **marine pollution**; beaches become dirty.
3. Sea turtles, fish, whales and sea birds mistake plastic bags for food or get entangled in them, and many of them die.
4. Plastic breaks into tiny **micro-plastic** particles; toxic chemicals stick to them and enter the food chain through fish.
5. These toxins finally reach human beings and harm health; the balance of the marine ecosystem is disturbed.

(Any four points 1 M each)

b) Train accident of Arunima Sinha 4 M

1. Arunima Sinha was a national-level **volleyball player**.
2. On the night of **11th April 2011**, she was travelling from Lucknow to Delhi by the **Padmavati Express**.
3. Some robbers tried to snatch her gold chain; when she resisted, they pushed her out of the moving train.

4. A train on the parallel track ran over her leg. Doctors had to **amputate her left leg below the knee**, and a steel rod was inserted in her injured right leg.
5. Even in hospital she did not lose hope and decided to climb Mount Everest.

(Any four correct points 1 M each)

c) Qualities of emotionally stable people 4 M

1. They do not **panic** or fear the outcome when there is stress or sudden change.
2. They are not **jealous** of team-mates, because they know the best results come through teamwork.
3. They do not get **angry** quickly; they keep calm and can calm down angry people.
4. They give 100% to their work, which leads to their own progress and the progress of the organisation.
5. They accept stress and change as opportunities, spread positivity in tense or tragic moments and take well-thought decisions.

(Any four qualities 1 M each)

d) How Dr. Kalam's success story inspires the new generation 4 M

1. Dr. Kalam was born in a poor family at **Rameswaram**, Tamil Nadu; as a boy he even distributed newspapers to support his studies. This shows poverty cannot stop a determined person.
2. He studied **aeronautical engineering** and worked hard with DRDO and ISRO; he led India's SLV-III satellite launch vehicle project and the missile programme (Agni, Prithvi) — so he is called the 'Missile Man of India'.
3. He received the **Bharat Ratna** (1997) and became the **11th President of India** (2002–2007), yet remained simple and humble.
4. He loved students, asked them to dream big, keep a clear aim, gain knowledge, work hard and persevere. His life teaches honesty, dedication and service to the nation.

(Four relevant points 1 M each)

Q.3

a) Descriptive paragraph : My Favourite Teacher 4 M

My Favourite Teacher

My favourite teacher is Mrs. Kulkarni, who teaches us Basic Science. She is a tall, cheerful lady with a gentle voice. She always comes to the class on time and explains every topic with simple examples from daily life. She uses charts, models and short videos, so even difficult topics become easy. She never insults weak students; instead, she helps them after college hours. She also encourages us to take part in quizzes and exhibitions. I respect her because she is not only a teacher but also a friend and guide.

(91 words)

(Description 2 M, organisation 1 M, language 1 M)

b) Narrative paragraph : A Cricket Match I Enjoyed 4 M

A Cricket Match I Enjoyed

Last December, our polytechnic played the inter-college cricket final against a strong team. They batted first and scored 142 runs in twenty overs. When we began our chase, we lost three quick wickets and the crowd became silent. Then our captain and a first-year student built a steady partnership. In the last over, we needed nine runs. The young batsman hit a four and then a huge six. The whole ground burst into cheers and we lifted the trophy. I still remember the excitement of that evening.

(87 words)

(Sequence of events 2 M, organisation 1 M, language 1 M)

c) Dialogue : Shopkeeper and customer — buying a laptop 4 M

Shopkeeper : Good evening, sir. How may I help you?

Customer : Good evening. I want to buy a laptop for my diploma studies.

Shopkeeper : What is your budget, and what will you use it for?

Customer : About fifty thousand rupees. I need it for programming and drawing software.

Shopkeeper : Then this model is suitable. It has an i5 processor, 16 GB RAM and a 512 GB SSD.

Customer : What about the battery and warranty?

Shopkeeper : The battery lasts about seven hours, and there is a one-year warranty.

Customer : Is there any discount for students?

Shopkeeper : Yes, you get five per cent off with your college ID card and a free laptop bag.

Customer : That's great. I'll take it. Thank you.

(Greeting 1 M, development 2 M, closing 1 M)

d) Dialogue : Doctor and patient — fever

4 M

Doctor : Good morning. Please sit down. What is the problem?

Patient : I have had fever and a headache since yesterday.

Doctor : Let me check your temperature. It is 101°F. Do you have a cough or cold?

Patient : Yes, a slight cough, and I feel very weak.

Doctor : It seems to be a viral fever. Don't worry. I am giving you tablets for three days.

Patient : Should I take any precautions?

Doctor : Take rest, drink plenty of water and eat light, home-made food. Avoid cold drinks.

Patient : When should I come again?

Doctor : If the fever does not go in three days, come back for a blood test.

Patient : Thank you, doctor. I will follow your advice.

(Greeting 1 M, development 2 M, closing 1 M)

Q.4

a) Technical description : Laptop

4 M

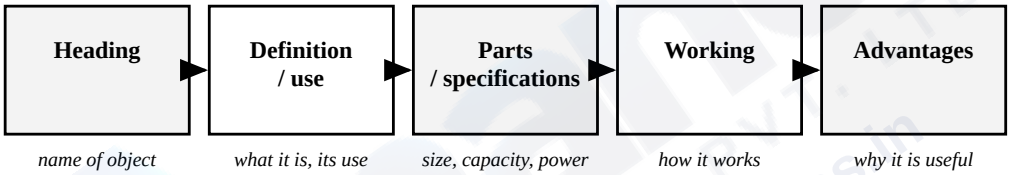


Fig.: Structure of a technical description

Laptop

A laptop is a portable personal computer that can be carried easily and run on a battery. It has a 14 to 16 inch LED display, a keyboard, a touchpad, a processor such as Intel Core i5 or AMD Ryzen 5, 8 to 16 GB RAM and a 512 GB SSD for storage. It weighs about 1.5 to 2 kg. It has a webcam, speakers, USB and HDMI ports, Wi-Fi and Bluetooth. Its lithium-ion battery gives 5 to 8 hours of backup. It is used for study, office work, programming and entertainment.

(92 words)

(Heading ½ M, specifications 2 M, uses 1 M, language ½ M)

b) Technical description : Ceiling Fan 4 M

Ceiling Fan

A ceiling fan is an electrical appliance hung from the ceiling to circulate air in a room. It consists of a single-phase induction motor, three aluminium or steel blades, a down-rod, a canopy and a regulator. The common sweep size is 1200 mm. It works on 230 V AC supply and uses about 50 to 75 W of power, while modern BLDC fans use only about 28 to 35 W. When switched on, the motor rotates the blades and pushes air downwards. The regulator controls the speed.

(87 words)

(Heading ½ M, parts/specifications 2 M, working 1 M, language ½ M)

c) Picture description (Fig. No. 01 — road safety) 4 M

Road Safety at a Crossing

The picture shows a busy road crossing in a city. A traffic signal stands on the right side and a board on the left says 'Road Safety is Life Safety'. Two cars have stopped before the zebra crossing. A young boy is helping an old man with a walking stick to cross the road safely. A traffic policeman is standing on a platform and controlling the traffic with raised hands. A lady is waiting on the footpath. The picture teaches us to follow traffic rules and help others.

(88 words)

(Description of scene 2 M, message 1 M, language 1 M)

d) Diary entry : Visit to a science exhibition 4 M

Place, Day, Date, Time

Dear Diary,

Body: what happened + your feelings (75 words)

— Name / signature

Fig.: Format of a diary entry

Aurangabad, Sunday, 7 December 2025, 9:30 p.m.

Dear Diary,

Today I visited the district science exhibition with my classmates. More than a hundred models were displayed by school and college students. I liked a solar-powered water pump and a smart dustbin that opens automatically. A team from our polytechnic showed an accident-alert system for bikes, and the judges praised it. I asked many questions and the students explained everything patiently. The visit increased my interest in science. I have decided to make a project for next year's exhibition.

— Rahul

(Body: 79 words)

(Format 1 M, content 2 M, language 1 M)

e) Diary entry : Lost mobile phone in a bus

4 M

Kolhapur, Tuesday, 18 November 2025, 10:00 p.m.

Dear Diary,

Today was a terrible day. I was returning home by bus after college and I fell asleep. When I got down, I realised my mobile phone was missing from my pocket. I felt helpless because all my notes, photos and contacts were in it. My father helped me to block the SIM card and we lodged an online complaint with the police. I also used the 'Find My Device' service. I felt very sad, but I learnt an important lesson to be careful with my belongings.

— Sakshi

(Body: 86 words)

(Format 1 M, content 2 M, language 1 M)

Q.5

a) Do as directed (prefix, suffix, synonym, antonym)

6 M

No.	Item	Answer	Rule / meaning
i	prefix re–	**re**write, **re**build	re- = again
ii	prefix over–	**over**load, **over**flow	over- = too much / above
iii	suffix –ness	kind**ness**, happi**ness**	-ness forms nouns of quality
iv	synonym : rapid	fast / quick / swift	same meaning
v	synonym : enormous	huge / vast / immense	same meaning
vi	antonym : optimistic	pessimistic	opposite meaning

(Each correct answer 1 M)

b) Collocations and homophones

6 M

1. **keep a promise** — A true friend always keeps a promise.
2. **take notes** — Students should take notes during the lecture.

3. **make progress** — Regular practice helped me make progress in spoken English.
4. Our **principal** inaugurated the science exhibition. *(principle = a rule; principal = head of an institute)*
5. We ordered new **stationery** for the office. *(stationary = not moving; stationery = paper, pens etc.)*
6. The dog was wagging its **tail**. *(tale = a story; tail = rear part of an animal)*

(Each correct sentence 1 M)

c) Phonetic transcription

6 M

Word	Transcription	Key sound
think	/θɪŋk/	consonants /θ/ and /ŋ/
chair	/tʃeə/	consonant /tʃ/ + diphthong /eə/
home	/həʊm/	diphthong /əʊ/
pleasure	/ˈpleʒə/	consonant /ʒ/ + weak vowel /ə/
nurse	/nɜːs/	long vowel /ɜː/
father	/ˈfɑːðə/	long vowel /ɑː/ + /ð/

Note: In British (RP) pronunciation the final 'r' is not pronounced, hence /tʃeə/, /nɜːs/, /ˈfɑːðə/. The mark ˈ shows the stressed syllable.

(Each correct transcription 1 M)

Q.6

a) Welcome speech : Guest lecture on 'Cyber Safety for Students'

6 M

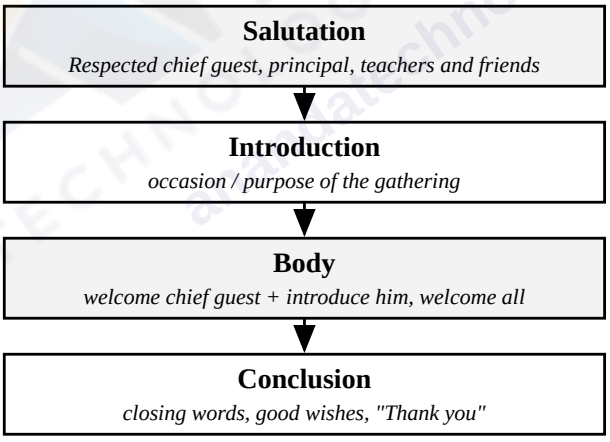


Fig.: Structure of a welcome speech

Respected Chief Guest Mr. Amit Joshi, our Principal, Heads of Departments, teachers and my dear friends,

A very good morning to all of you. On behalf of our institute, I extend a warm welcome to all of you to today's guest lecture on 'Cyber Safety for Students'.

Today we use smartphones and the internet for study, payments and social media, but we also face online fraud, fake links and misuse of personal data. To guide us on this important topic, we are honoured to have with us Mr. Amit Joshi, a cyber security expert from Pune. He holds a master's degree in computer engineering and has worked for many years in training students and police personnel in cyber safety. Sir, we welcome you with this bouquet and heartfelt respect.

I also welcome our Principal, who has always encouraged such useful programmes, all the teachers and my fellow students. I am sure this lecture will make us smart and safe users of technology.

Once again, a hearty welcome to all of you. Thank you.

(173 words)

(Salutation 1 M, welcome of chief guest with introduction 3 M, welcome of others 1 M, conclusion 1 M)

b) Gesture and posture, facial expressions, dressing for interview 6 M

i) Gesture and posture (2 M)

- **Gestures** are movements of the hands, head or other body parts that express a message, e.g. a thumbs-up for approval, nodding for agreement, waving for 'hello' or 'bye', a raised hand to ask a question.
- **Posture** is the way we stand or sit. An upright, relaxed posture shows confidence and interest; slouching shows laziness or lack of interest; leaning slightly forward shows attention.

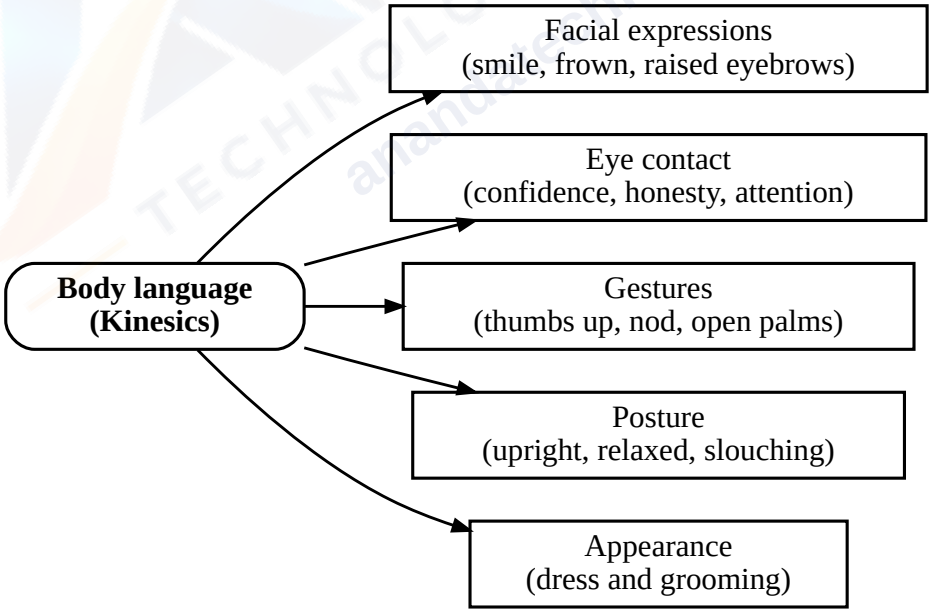


Fig.: Aspects of body language (kinesics)

ii) Importance of facial expressions in a presentation (2 M)

- The face is the most expressive part of the body; a natural smile makes the speaker look friendly and confident.
- Expressions show the speaker's feelings — enthusiasm, seriousness or surprise — and support the spoken words.
- They help to hold the attention of the audience and build a connection with them.
- The speaker can also read the listeners' faces to know whether they understood the point.

iii) Dressing and grooming tips for a job interview (2 M)

- Wear neat, ironed formal clothes in light, sober colours (e.g. a light shirt with dark trousers / a simple saree or salwar suit).
- Wear clean, polished formal shoes; avoid flashy jewellery and loud colours.
- Keep hair well combed and nails trimmed; men should be clean-shaven or keep a neat beard.
- Use a mild deodorant and carry a neat file of documents.

(Each sub-question 2 M)

c) Unseen passage : sleep and learning 6 M

1. **Title:** 'Sleep — the Secret of Good Study' / 'Importance of Sleep for Students'. *(1 M)*
2. While we sleep, the brain sorts the day's information and stores it as long-term memory. *(1 M)*
3. Lack of sleep makes a person irritable, reduces concentration and weakens the body's resistance to illness (any two). *(2 M)*
4. (1) easily annoyed — **irritable**; (2) watchful and quick to notice — **alert**. *(2 M)*

Note: This is a **model question paper prepared by Ananda Technologies** only for practice and exam preparation, based on the pattern of previous MSBTE question papers and the K-scheme syllabus. It is **not an official MSBTE paper**, and it does **not** mean that these questions will come in the exam. Answers follow standard textbook points; marks shown are indicative. Free for students — anandatechnologies.in