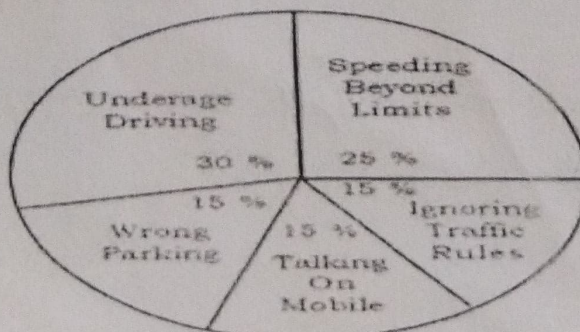


FACULTY OF ENGINEERING**BE III-Semester (ECE/M/P/AE/IT) (Main & Backlog) Examination, July 2021****Subject: Effective Technical Communication in English****Time: 2 Hours****Max .Marks: 70****Note: Missing data, if any, may be suitably assumed****PART – A****Answer any five questions.****(5x2=10 Marks)**

- 1 Define Technical Communication?
- 2 What factors determine the language of technical communication?
- 3 What does precision or accuracy refer to in technical communication?
- 4 Write a few advantages of using e-mail. What is E-mail etiquette?
- 5 How is the option BCC useful in e-mail.
- 6 How is a user guide different from a manual?
- 7 What aspects go in planning a presentation?
- 8 Mention any two advantages of using visual aids.
- 9 When is a bar graph used?
- 10 Write any two advantages of visual or graphical representation of information.

PART – B**Answer any four questions.****(4x15=60 Marks)**

- 11 (a) Bring out the differences between technical and general communication.
(b) Explain briefly the types of technical communication with two examples of each.
- 12 (a) Discuss briefly characteristics of successful e-mail messages.
(b) A number of scooters and cars are parked in your locality without any order, causing inconvenience and blockage of the streets. Write an email to the local Secretary of the Resident's Association complaining against this problem.
- 13 (a) Comment briefly on different types of reports used for technical writing.
(b) Draft a feasibility report on the establishment of a new restaurant "Quick-Service" at Secunderabad Railway Station Road. (Hints: Obtain Market Statistics, Evaluate Potential Locations, Review the Competition, Look at the Cost Structure and Evaluate Management Capability)
- 14 (a) What is a user manual? Why do we need it?
(b) Bring out a few differences between product manual and operations manual.
- 15 (a) Discuss do's and don'ts of information transfer (Non-verbal to verbal and vice-versa)
(b) Observe the following pie chart and prepare a write up of about 100 words describing the causes of 'Increasing Road Accidents'.



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- 16 (a) What aspects of visual presentation are important to make it effective?
- (b) Draw a flow chart restating the following procedure/information. Manuscripts prepared by students and teachers will be collected in order to be thoroughly screened. All necessary additions, alternations, omissions will be made. This shall help us prepare a rough draft. Then these manuscript along with a dummy shall be sent to the printer. The printer shall further proofread and correct the manuscript by a copy writer. Once corrected and proofread the manuscript shall be sent for final printing.
- 17 (a) Discuss briefly the ABC format that is commonly used in technical writing.
- ✓ (b) In an oral presentation, getting audience attention is crucial. Suggest ways/techniques that can be used to capture audience attention for effective presentation.

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