

FACULTY OF ENGINEERING**B.E. IV - Semester (CE/EE/EIE/CSE) (AICTE)(Main & BL) Examination, October 2021****Subject: Effective Technical Communication in English****Time: 2 Hours****Max. Marks: 70****(Missing data, if any, may be suitably assumed)****Note: Answer any five questions.****PART - A****(5x2 = 10 Marks)**

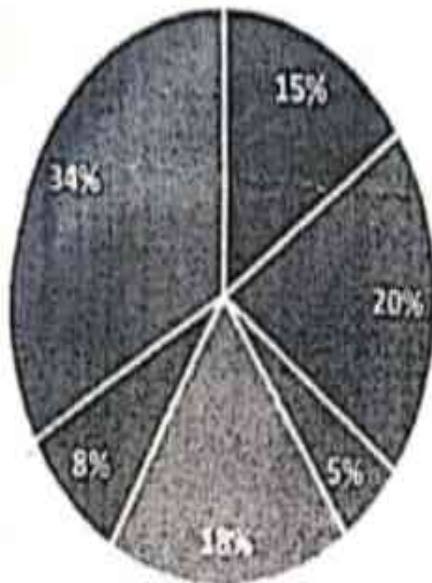
- 1 Outline the process of communication with the help of a flow chart.
- 2 List some barriers to communication, suggest measures to overcome them.
- 3 What are the formal channels of communication in an organization?
- 4 List the uses of visual aids in Technical writing.
- 5 What are solicited letters? Give two examples.
- 6 What is the function of an abstract in a Report?
- 7 What is a Feasibility report?
- 8 What is the significance of RFQ in a Business Proposal?
- 9 What is an Operations Manual?
- 10 How do graphic organisers aid in oral presentations?

PART - B**Note: Answer any four questions.****(4x15 = 60 Marks)**

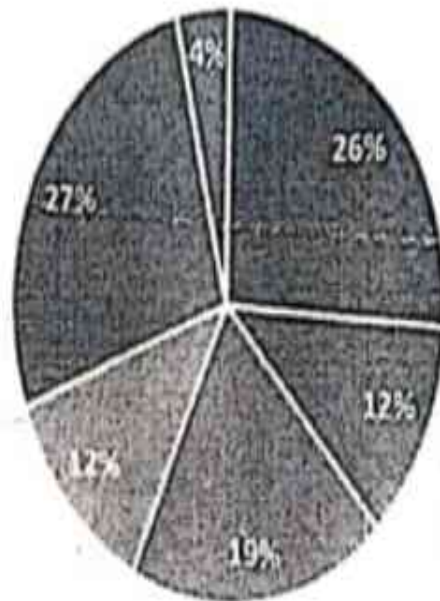
- 11 (a) Explain how general writing differs from Technical Writing.
(b) Differentiate between downward and upward communication flows in an organization.
- 12 (a) Write an email in about 100 words to the manufacturer, Mr. Rahul, explaining the defect in the goods you purchased.
Use the following hints: received the goods ordered – schedule – 10th Feb (Monday) – damaged goods – 7 days overall delay – needed urgent replacement.
(b) Mention some of the do's and don'ts (etiquette) of email writing.
- 13 (a) Explain the structure of a Manual.
(b) Write a set of instructions to any electrical device you use at home.
- 14 (a) Outline the essential features of a report.
(b) Write a feasibility report on having an auditorium in your college campus.
- 15 (a) Write a note on the various purposes for which a Sales letter is written. Provide at least two catch phrases for the introduction segment of a Sales letter.
(b) Draft a technical proposal to the CEO of BEST company for the purchase and installation of the equipment. Invent all the necessary details.
- 16 (a) Write a memo to the staff of accounts department in your organisation, asking them to attend a training programme to learn about the new software that the company has launched.
(b) Elaborate on the different segments of a Memo.

- 17 "The use of Visual aids is essential to all Presentations". Explain the pie charts below show the devices people in the 18 to 25 age group use to watch television in India in two different years. Summarise the information by describing the main features, and make comparisons where relevant in 200 words.

2009



2019



- Mobile phone
- Laptop
- Tablet
- Desktop computer
- Flat-screen TV
- Conventional TV

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