

FACULTY OF ENGINEERING

B.E. (ECE/MECH/PROD/AE/IT) III - Semester (AICTE) (Main) Examination,
March / April 2022

Subject: Effective Technical Communication in English

Time: 3 Hours

Max. Marks: 70

- Note: (i) First question is compulsory and answer any four questions from the remaining six questions. Each question carries 14 marks.
(ii) Answer to each question must be written at one place only and in the same order as they occur in the question paper.
(iii) Missing data, if any, may be suitably assumed.

- (a) Describe the importance of style in Technical Communication.
(b) List some rules of email etiquette.
(c) What is the difference between solicited and unsolicited proposals?
(d) What does SOW stand for in operation manuals?
(e) What is a progress report?
(f) List the various types of manuals. When are they necessary?
(g) What are the important aspects of oral and visual presentations?
- (a) Explain the process of communication.
(b) What are the different types of technical communication? Explain how oral communication differs from written communication.
- (a) Explain the formal channels in an organization along with a flowchart.
(b) Define the ABC of technical communication in detail.
- (a) Explain the classification of memos and their purposes in an organization.
(b) The Head of your organization is worried about the amount of time employees spending on cellphones during the office time. Draft a memo to be signed by him and circulated among all employees, cautioning them against overuse of cellphones during working hours.
- (a) Enumerate the standard elements of business letters.
(b) As a Purchase Manager of a reputed firm, write a complaint letter to the Sales Manager of InfoTech Computers for the late delivery of 15 computers ordered. Invent necessary details.
- (a) Write a user manual for Apsara using necessary elements of user guide.
(b) Write a feasibility report on having a lab class management software where teacher can broadcast screen with the students in English Lab Classes in Computer Aided Language Lab.

7. (a) Write the importance of information transfer. List the advantages of verbal and non-verbal information.
- (c) Observe the following bar graph and prepare a write up showing the production and the sale of different mobile phone brands.

