

Subject: Effective Technical Communication in English

Time: 3 Hours

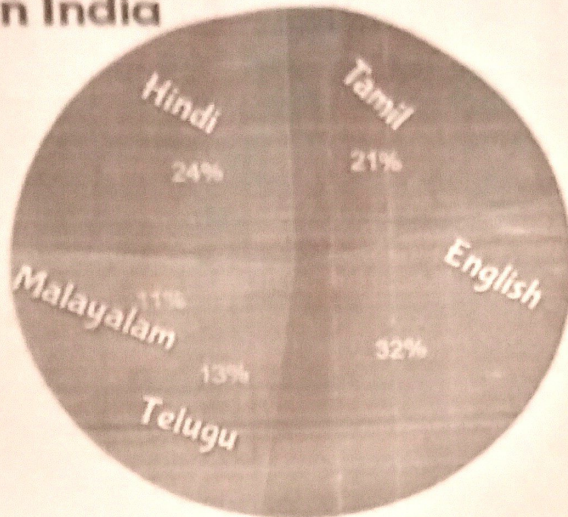
Max. Marks: 70

- Note:** (i) First question is compulsory and answer any four questions from the remaining six questions. Each questions 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.

1. (a) How do we maintain precision in technical communication?
(b) What is format in technical communication?
(c) Discuss the purpose of writing a memo.
(d) What do you know about progress report?
(e) What is the purpose of acknowledgement in a report?
(f) Mention the types of manuals.
(g) Write any two aspects of presentation.
2. (a) How is technical communication different from general communication?
(b) Explain the types of technical communication.
3. (a) Write about the features of technical communication.
(b) Write a letter as the General Manager, Dhanbad Telecom District, Bharat Sanchar Nigam Ltd, Dhanbad; in response to the complaint regarding the error in telephone bills of May and June months of a customer, Lasya Jyothi, flat No. 201, Kalpana Apartments, Banjara Hills Hyderabad.
4. (a) Why should we know the etiquette of writing E-mail?
(b) Write an email as the class teacher, asking the three students to submit their assignments of English immediately. Send a copy to the Manager of the institute who received a complaint from their parents. Send a BCC to their parents. Invent necessary details.
5. (a) Discuss the elements of a formal report.
(b) As the Manager of the Modern Primark Fashion Store, which set up a unit three years ago at Banjara Hills Road, New city, Bhagya Nagar, write a brief report to the Managing Director of the company describing the factors responsible for the tremendous growth and development of the store.
6. (a) Write a set of guidelines about the specific features and usage of a washing machine.
(b) Write a product manual on mobile. Your product manual should highlight the features and new apps. Include graphical representation of the objects to make the manual more effective and understandable.

7. (a) Write about the techniques of making an effective presentation.
(b) Transfer the information into verbal text.

In India



Percentage of people
who speak each
language as their
first language.

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