

FACULTY OF ENGINEERING

B.E. (Civil/EEE/EIE/CSE/CME/DS/AI&ML) IV- Semester (AICTE) (Main & Backlog) (New)
Examination, September /October 2023

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) What is precision in technical communication?
b) Mention any four differences between General writing and Technical writing.
c) What are the formats of business letters?
d) How does feasibility report differ from progress report?
e) Define Manual and give any two advantages of it.
f) How do you use pie charts in presentation?
g) Draw a flowchart for the information given below:

Paper is chiefly used for writing. The raw material used in the manufacture of paper is wood, grass, bamboo and rags. There are several processes by which the raw material is converted into pulp. Most commonly the raw material is cut into pieces and then immersed in water to convert it into pulp. The pulp is then mixed with lime for whitening it. This pulp and lime mixture is boiled at high pressure. The pulp is next passed through wire meshes. The paper sheets are removed from the mesh while it is still wet. These wet sheets are passed over heated rollers to remove the water and the paper is dried so as to make thin sheets of paper.

2. a) What are the types of technical communication? Discuss the differences between oral and written communication.
b) Explain the three aspects of technical communication.
3. a) What is a Business Proposal? Elucidate the important parts of a Business Proposal.
b) Draft an email as the instructor of a spoken English course informing the fifty students enrolled about the course details and the fee structure.
4. a) Explain the 7C's of business letter.
b) Draft a letter of Enquiry to Deccan tours and travels, as the head student's chapter, request for information about tour packages and discount for student's group from your college to Nepal.
5. a) Discuss the elements of formal report.
b) Draft a feasibility report to set up a new shopping mall that will be opened in Hyderabad with a green sustainable theme. Analyze shopping brands and outlets. Make recommendations which are best to choose according to market analysis.

6. a) What is operational manual? Discuss its features.
b) Explain user manual with a product of your choice.
7. a) Explain the four 'P's of presentation.
b) Draw a flow chart describing the different stages involved in the making of coins and give an appropriate title to your flow chart:

Coins are manufactured in a factory known as 'mint'. There are three mints in India: Bombay, Calcutta and Hyderabad. Production of coins at the mints is a complete process. It starts with the buying of unmixed metals and their testing by the Assay Department. Then the metals are alloyed in oil-fired or electric arc furnaces, and cast into ingots of 40 cm wide, 15 cm thick and 6 m long. These ingots are reheated until the temperature is hot enough for hot rolling. During this stage, the ingots pass through a series of rollers until they form long, thin sheets which are of the thickness of a coin. From these thin strips, blank discs are punched. These are the basic raw materials for the manufacture of coins. The blanks are heated to soften them, and they are rolled so that the rim is raised. Finally they are stamped with the design of the coin. At every stage, defective pieces are carefully sorted out, and (with the frequent checking and returning points) strict quality control is maintained. Rejects are returned to the alloying stage, together with the waste from the alloy strip.