

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 on 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 technical communication?
b) Determine the need for formats in technical communication.
c) List the determining factors of technical communication.
d) Differentiate between Internal proposals and External proposals.
e) Explain the benefits of IOM with examples.
f) Write a brief note on Operation Manuals.
g) Name the delivery modes of a Presentation.
2. a) Elaborate on the essential features of technical communication.
b) Distinguish between oral communication and written communication.
3. a) Explain the structure of a proposal in detail.
b) Assume yourself as the Manager of Info Systems Co., who is worried about the amount of time employees of company spending on cell phones during working hours. Write a memo instructing all the employees cautioning them against the overuse of cell phones during working hours.
4. a) Describe and analyze the various types of Reports.
b) As a Purchase Manager of a reputed firm, prepare a **complaint letter** to the Sales Manager of Info Tech Computers for the late delivery of 15 Computers, ordered. Invent necessary details.
5. a) Explain the strategies for writing effective Manuals.
b) Differentiate between user manuals and operation manuals.
6. a) How is the context of an effective presentation organized? Explain the various steps.
b) Write a product **manual** for wireless headphones.
7. a) Evaluate the role of visual aids in technical communication.
b) Convert the given text(verbal) into an appropriate diagram(non-verbal) with proper labeling:
According to a survey on the youth's preferences for watching TV, it was found that 39% of the youth watch TV for news while 18% watch serials. Sports seem to be the choice of 10% while movies are the preference of 7% youth. The lowest preference seems to be for music channels as only 6% watch them. The remaining 20% youth did not seem to have any specific preferences.