



**PRESIDENCY UNIVERSITY
BENGALURU**

SCHOOL OF INFORMATION SCIENCES

MAKEUP EXAMINATION- JAN 2023

Course Code: ENG103 / ENG1005

Course Name: Technical Written Communication

Program : BCA/BCG/BSDB/BCV

Date: 24-JAN-2023

Time: 09:30am to 12:30pm

Max Marks: 100

Weightage:50%

Instructions:

(i) Read all the questions carefully and answer accordingly.

Part A [Memory Recall Questions]

Answer all the Questions. Each question carries TWO marks.

(20Qx 2M= 40M)

1. The statement "In this description, I will explain the basic features of the International Space Station." is an example for:

- A. Purpose statement
- B. Objective statement
- C. Profile statement
- D. Summative statement

(C.O.No.2) [knowledge]

2. Description of a computer by describing it part by part, partitioning it into a monitor, keyboard, external hard drives, and a central processing unit (CPU) is an example for partitioning the subject as per

- A. Features
- B. Functions
- C. Stages
- D. Processes

(C.O.No.2) [knowledge]

3. The following statement is an example for what type of Technical Description

"The heart is a pump: it has valves and chambers, and it pushes fluids through a circulation system of pipes called arteries and veins."

- A. Analogies
- B. Metaphors
- C. Senses
- D. Similes

(C.O.No.2)[knowledge]

4. A claim should always be professional in tone. Angry letters, memos, and e-mails might give you a temporary sense of satisfaction, but they are less likely to achieve your purpose—to have the problem fixed.

- A. Incorrect
B. Somewhat false
C. Somewhat true
D. True (C.O.No.3) [knowledge]
5. The acronym WAN stands for
A. Weak area node
B. Wireless access network
C. Wide area network
D. Wide access network (C.O.No.1) [knowledge]
6. The acronym HTTPS stands for
A. Hypertext transmit print security
B. Hypertext transport protocol secure
C. Hipertext transfer protocol service
D. Hypertext transmitter page service (C.O.No.1) [knowledge]
7. In this sentence Did you really believe that another day of waiting would make it easier to give that speech asked her friend the correct punctuation sequence should be
A. “,?.
B. ‘!.’
C. “?.”
D. “ ?”. (C.O.No.1) [knowledge]
8. Refusals, also called “bad news” letters, memos, or e-mails, always need to be carefully written as in these documents you are telling the readers something
A. They are eagerly awaiting
B. about their promotion
C. about their personality
D. they don’t want to know (C.O.No.3) [knowledge]
9. Which of the following is NOT a guideline to follow when writing a ‘response letter’?
A. Thank the writer for the inquiry
B. Describe how the problem inconvenienced you.
C. Answer any questions point by point.
D. Clearly state the subject and purpose of the letter, memo, or e-mail. (C.O.No.3) [knowledge]
10. Which among the following is not a basic feature in a letter, memo or an email?
A. Signature
B. Body paragraphs
C. Subject
D. Header (C.O.No.3) [knowledge]
11. The greeting or salutation is not included in a
A. Memo
B. Letter
C. Email
D. None of the above (C.O.No.3) [knowledge]
12. ‘BCC’ with regard to emails stands for
A. Basic carbon copy
B. Blind compose copy
C. Basic common copy
D. Blind carbon copy (C.O.No.3) [knowledge]

13. The full form of 'OLED' is
A. Organic low emission drive
B. Organic laser-emitting diode
C. Organic Light-Emitting Diode
D. Organic line electrode disk (C.O.No.1) [knowledge]

14. Insert right combination of punctuations in the following: I would go to the farm [] I'm terrified of bees [] though.
A. ; and .
B. ; and ,
C. : and ,
D. – and . (C.O.No.1) [knowledge]

15. In a letter of inquiry when does one state the subject and the purpose of the letter?
A. right after providing contact information
B. right after the thanking the reader
C. right after the greeting/salutation
D. right after stating the questions (C.O.No.3) [knowledge]

16. The correct sequence for a memo after the header is
A. Date, To, From, Subject
B. To, From, Date, Subject
C. Subject, To, From, Date
D. From, To, Date, Subject (C.O.No.3) [knowledge]

17. In letter writing, a bureaucratic phrase like "in accordance with your wishes" can be substituted with
A. In observance with
B. As you requested
C. Contingent upon request
D. Pursuant to (C.O.No.3) [knowledge]

18. Which of the following about 'memo's' is not true
A. Memo's are written to people inside the company
B. Memo's are written used to convey decisions, meeting agendas, policies, internal reports, and short proposals
C. Memos are still more reliable than e-mails for information that should not be broadly released
D. Memo's can be written to people inside and outside the company (C.O.No.3) [knowledge]

19. In Formal e-mails, a greeting is expected. In informal e-mails, greetings are optional.
A. True
B. False
C. Somewhat true
D. Somewhat false (C.O.No.3) [knowledge]

20. A claim letter should explain the problem in a professional tone and describe the _____ being sought.
A. Problem
B. Claim
C. Remedy
D. none of the above (C.O.No.3) [knowledge]

Part B [Thought Provoking Questions]

Answer all the Questions. Each question carries SIX marks.

(5Qx6M=30M)

21. You are the Managing Director of XYZ Company Pvt. Ltd. Draft a memo to the Customer Relations Officer for not attending to a customer complaint. (C.O.NO.2) [Comprehension]

22. You are a project manager and you took the help of Bhaskar, an additional resource, to complete the task in time. Write a "Thank You" email to Billy appreciating his timely help including the below phrases in the email. (C.O.NO.2) [Comprehension]

Outline: Accepting join – project month's time – location constraints – flexibility – hard work – technical expertise invaluable – high complexity task – co-operating – deliver service – critical moment – deadlines – savior – look forward – to working with you – all the best.

23. You are interested in a short-term course in computer graphics during the holidays. Write an enquiry letter to the Director, LISSA Graphics Computers, inquiring about their short-term courses and asking for all the necessary details. You are Anuj/Anju, No. 28 A, Uttam Nagar, New Delhi. (C.O.NO.2) [Comprehension]

24. Add appropriate punctuation in the given paragraph. (C.O.NO.2) [Comprehension]

winston is one of the most laid-back people i know he is tall and slim with black hair and he always wears a t-shirt and black jeans his jeans have holes in them and his baseball boots are scruffy too he usually sits at the back of the class and he often seems to be asleep however when the exam results are given out he always gets an "A" i don't think hes as lazy as he appears to be

25. Rearrange the set of instructions in a proper sequential order. (C.O.NO.2) [Comprehension]

1. Sow seed and cover lightly with soil.
2. Young seedlings require sufficient water. One week before transplanting, reduce water to harden seedlings.
3. Incorporate 5 kg/m² of good compost into the bed.
4. Pat firmly with a rake, mulch and then water
5. Form shallow furrows with a stick. One tomato will require 150 to 200 g of good seed.
6. If possible solartize the planting bed to kill diseases
7. Do not use fresh manure on a seed bed as it burns seedlings
8. After seedlings emerge push mulch off the seedlines to allow sunlight.

9. Construct raised seedbeds of 1 m wide where no eggplant, potato, or tomato have been grown for at least 3 years.
10. Tomato seedlings will be ready with 3 to 5 true leaves (15-25 cm high). Onion seedlings are ready to transplant with 3 to 5 well-formed leaves. Transplant on a cloudy day or in the late afternoon.

Part C [Problem Solving Questions]

Answer any TWO Questions. Each question carries FIFTEEN marks. (2Qx15M=30M)

26. Write an article/story on the topic of popular interest for a blog in about two pages.

(C.O.NO.3) [Application]

27. Imagining yourself to be the District Commissioner prepare instructions for the principals of all the schools to follow Covid19 precautionary procedures before opening their schools.

(C.O.NO.3) [Application]

28. Write a Technical description of any product related to hardware or software.

(C.O.NO.1) [Application]