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**Presidency University**

**Bengaluru**

**SCHOOL OF INFORMATION SCIENCE**

**MAKE-UP EXAMINATION JULY 2024**

**Semester**: II & III

**Course Code**: ENG1005

**Course Name**: Technical Written Communication

**Program:** Languages for B. Tech

**Date**: 02 JULY 2024

**Time**: 9:30am to 12:30pm

**Max Marks**: 100

**Weightage**:50%

**Instructions:**

1. *Read all the questions carefully and answer accordingly.*
2. *Question paper consists of three parts.*
3. *Do not write any information on the question paper other than the Roll number*

**Part A [Memory Recall Questions]**

**Answer all the Questions. Each question carries TW0 marks. (10Qx 2M= 20M)**

1. 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]

2. 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]

3. 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]

4. \_\_\_\_\_\_ is a common audio format developed by Apple Corporation and is used as a standard format for storing and transmitting audio samples.

a. DLL

b. CD-RW

c. AIFF

d. BIOS (C.O.No.1)[knowledge]

5. \_\_\_\_\_\_ refers to the intelligence displayed by any computing devices or software that is capable of exhibiting intelligent behaviour.

a. AIFF

b. AI

c. PDF

d. AVI (C.O.No.1)[knowledge]

6. In this sentence Did you really believe that another day of waiting would make it easier to give that speech asked her friendthe correct punctuation sequence should be

A. “,?.

B. ‘!.’

C. “?.”

D. “ ?”. (C.O.No.1) [knowledge]

7. 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]

8. 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]

9. 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]

10. 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]

11. 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]

12. 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**

**ANSWER ANY 4 QUESTIONS 4Q X 10M=40M**

13. Write in detail the planning and researching steps in writing technical description.

(C.O.NO.2) [Comprehension]

14. Draw a graphic illustration on how to create a strong password. (C.O.NO.2) [Comprehension]

15. You are the Managing Director of XYZ Company Pvt. Ltd. Draft a memo to the Customer Relations Officer to improve the consumer grievance complaint receiving mechanism in the company website. (C.O.NO.2) [Comprehension]

16.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 months’ 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.

17. 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]

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

Teenagers who participate in cultural exchange programs can benefit on many levels. academically exchange students are often challenged. They are expected to take a full slate of courses at school that is more often than not taught in a foreign language. Exchange students must be patient with themselves as they learn a new language. They also must be flexible and adaptable to new circumstances A student who recently returned from an exchange stated This experience has changed my life forever.”

**PART- C**

**ANSWER ANY TWO QUESTIONS (2Qx20M=40M)**

19. Write a technical description for DSLR camera. (C.O.No.2)[Application]

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

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

21. 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]