



VIT[®]
Vellore Institute of Technology
(Chartered as a University under section 3 of the UCA, 1956)

Final Assessment Test – May 2024

Course: BENG101L - Technical English Communication

Class NBR(s): 2044/2046/2056/2057/2062/
2063/2067/2068/2074/2075/2081

Slot: B2

Time: Three Hours

Max. Marks: 100

- KEEPING MOBILE PHONE/ELECTRONIC DEVICES EVEN IN 'OFF' POSITION IS TREATED AS EXAM MALPRACTICE
- DON'T WRITE ANYTHING ON THE QUESTION PAPER

Answer any TEN Questions

(10 X 10 = 100 Marks)

1. You are writing a complex report for a client, with a tight deadline. How will you prioritize the 7Cs of Communication to ensure that the report is clear, informative, and delivered on time?
2. Good communication is often seen as the ability to express yourself clearly. But how important is active listening compared to speaking in achieving effective communication?
3. Rewrite the following sentences, correcting the errors:
 - a) If Seshadri had joined the Civil Service, he will retire as Chief Secretary.
 - b) Using mobile phones while driving are the main reason for the increasing number of accidents.
 - c) The father with his sons are visiting their village next week.
 - d) Tarun, on the advice of his lawyers, have filed a case in the Supreme Court.
 - e) Tom has his interview from 10 am and 11 am tomorrow.
 - f) Next month by this time, my research scholar will submit his thesis to the University.
 - g) Joseph as well as his friends are coming to the airport to see us off.
 - h) Neither the Chairman nor the team leaders is interested in having a tie-up with a foreign partner.
 - i) If the candidate talks to the people freely, he would be elected as their representative.
 - j) If he were the Foreign Minister, he will establish a cordial relationship with the country.
4. Assume that you are a PhD degree holder in Computer Applications and that you have done a lot of research in computer science. Softech Computers, New Zealand, requires potential candidates to serve as project managers. Draft a job application with a resume, assuming that you have all the credentials.
5. After recently purchasing 50 computers from M/s Jones & Co. for a new lab, your technical support team discovers defects in most of the machines. Draft a letter to register the complaint with the company and request them to carryout service or replace the defective machines.
6. Your aunt needs to withdraw some cash. She has never used an ATM before. Describe the entire process of using an ATM to withdraw money, including any safety precautions she should take, in a way that's clear and easy for her to understand.

7.1 Summarize the following passage.

Telemedicine, the use of telecommunications technology to deliver healthcare services remotely, has emerged as a rapidly growing field with the potential to revolutionize healthcare access and delivery. Proponents highlight several advantages:

Increased Accessibility: Telemedicine allows patients in geographically isolated areas or with mobility limitations to connect with specialists they might not otherwise have access to. It can also cater to patients with busy schedules or childcare needs by eliminating the need for travel and in-person appointments.

Improved Efficiency: Telemedicine consultations can be shorter and more focused than traditional appointments, allowing healthcare providers to see more patients. Additionally, remote monitoring of chronic conditions can help prevent complications and reduce hospital readmission rates.

Enhanced Patient Engagement: Telemedicine platforms can empower patients to take a more active role in their health management by providing access to educational resources and remote monitoring tools.

However, telemedicine also faces challenges:

Technological Barriers: Unequal access to technology and reliable internet connectivity can limit the reach of telemedicine services. Additionally, some patients, particularly the elderly, may lack the technical skills required to utilize these platforms effectively.

Privacy and Security Concerns: The transmission of sensitive patient data through telecommunication channels raises concerns about privacy breaches and data security. Robust cybersecurity measures are crucial to ensure patient trust and data protection.

Potential for Misdiagnosis: The limitations of a remote physical examination can increase the risk of misdiagnosis in certain cases. Additionally, the lack of face-to-face interaction can hinder the ability to build rapport and assess a patient's emotional well-being.

8.1 Analyze the following case for issues on team building and answer the questions that follow.

A new organization consists of highly skilled teams with different personalities. One is a detail-oriented team that prefers written communication, while the other is a creative one that thrives on brainstorming sessions. This difference has led to constant clashes and has hindered their ability to work effectively. The teams do not recognize or acknowledge the need for building trust and understanding. Each one is obsessed with its style of functioning and wants the other team to follow its style. Open communication is almost nonexistent.

- a. What factors hamper the communication process among the two teams?
- b. If you were the head of the organization, what steps would you take to ensure proper communication and restore a good working atmosphere?

9. Identify the conflicting issues in the following case, and answer the questions given below the passage, in about 150 words each.

Andrew Manufacturing Co. has been experiencing increasing conflicts between two key departments - Production and Quality Assurance. The Production team, led by Shivani, feels that the Quality Assurance team, led by Ankit, is being overly stringent with their inspections and rejecting too many product batches, leading to delays and increased costs. On the other hand, the Quality Assurance team believes that the Production team is cutting corners and not following proper procedures, resulting in substandard products that fail to meet customer requirements.

This conflict has been going on for several months, and tensions have been rising. Both Shivani and Ankit have strong personalities and are unwilling to budge from their respective positions. The situation has started to affect the overall morale and productivity of the entire organization.

1. Using the concepts of conflict management, analyze the underlying causes of the conflict between the Production and Quality Assurance teams.
2. Propose a comprehensive strategy for resolving this conflict, taking into account the perspectives and concerns of both teams.

10. Read the following passage and answer the questions that follow, in about 150 words each.

Micro plastics, tiny plastic fragments less than 5 millimeters in size, are a growing environmental concern. These pollutants are now being found throughout the food chain, with studies detecting micro plastics in fish, shellfish, and honey. The potential health impacts of micro plastic ingestion on humans are still under investigation. However, some scientists worry these particles could disrupt hormone function and cause other health problems.

- i. Given the widespread presence of plastics and the dangers posed by micro plastics, how realistic is it to eliminate plastic use altogether? If not complete elimination, what alternative materials could we use to reduce our reliance on micro plastics?
- ii. If you were a policy maker, what schemes would you implement and what incentives would you offer to reduce the use of micro plastics?

11. Assuming that you are the meeting secretary of your department, draft the minutes for the recently held meeting on saving water and electricity.

12. Explain the salient features of proposal writing, and state how it is different from a project report.

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