

**Winter Semester 2023-24 | Continuous Assessment Test – II | Slot: D1****Course Name & Code: BENG101L: Technical English Communication****Class Number (s):** VL2023240502247; VL2023240502204; VL2023240502280;
VL2023240506638; VL2023240502264; VL2023240502231**Faculty Name (s):** Dr. Sushant Kishore; Dr. Blessy Samjose; Dr. Meenu B;
Dr. Yadamala Sreenivasulu; Dr. Sankar G; Dr. Farzaneh Haratyan**Exam Duration: 90 Min.****Maximum Marks: 50****General instruction(s):**

Read each question carefully. Answer ALL the questions. All the best!

No.	Question	Marks
1.	Your company wants to invest in energy conservation and assigns your team to install motion sensing lights in corridors and walkways. Write a business letter calling for quotation for motion sensing light units and associated parts. Inquire about delivery timelines, transportation and associated charges.	10
2.	Write a company-wide congratulatory memo appreciating Team A's fruitful collaboration with Company B for successfully filing a new patent and bringing honor to the company.	10
3.	Paraphrase the following paragraphs: (5x2=10) 1. "Darkness cannot drive out darkness: only light can do that. Hate cannot drive out hate: only love can do that." Martin Luther King Jr., 2. Research shows that students who use memory tricks perform better than those who do not. Memory tricks help you expand your working memory and access long term memory. These techniques can also enable you to remember some concepts for years or even for life.	10
4.	Read the case study and answer the following questions: Bala and Kathir both work as administrative assistants for the local bank. Their roles are highly dependent upon one another, and as a result, they've become good friends both at work and in their personal lives. Bala focuses on scheduling appointments for new members to open accounts while Kathir prepares the documents they'll need to sign when they arrive. Due to the nature of the role, Bala's workflow moves much faster than Kathir's. Bala can schedule about 10 appointments each day while Kathir can prepare about five document packages in his shift. Occasionally, some customer's documents aren't prepared at the time of their appointment as Kathir prepares documents in the order that appointments are set, not the date on which they're scheduled. On this particular day, Bala asks Kathir to expedite the documents for two customers who were set to arrive soon. Kathir responds that he couldn't because it would disrupt the existing work order. Instead, he asked Bala to reschedule the customers' appointments for a week later when their documents would be ready. Bala and Kathir need to work together to make sure customers will have their documents ready when they arrive for their appointment. a) What do Bala and Kathir stand to lose if they accommodate the other person? (5 marks) b) Which conflict management will be most successful? Explain your choice to resolve Bala and Kathir's conflict? (5 marks)	10
5.	Dara caringly leads a team of fellow programmers who are highly skilled and knowledgeable. But everyone in the team thinks that she keeps them on a tight leash, with little room for individuality and creative thinking. a) Draw the stages in team development. Explain how Dara's team can improve their teamwork. (5 marks) b) Name and define the four leadership styles. Suggest the best leadership style that would provide a good environment for all the employees. (5 marks)	10