



VIT
Vellore Institute of Technology

Final Assessment Test – April 2025

Course: **BENG101L - Technical English Communication**

Class NBR(s): **0497 / 0493 / 0501 / 0539 / 0552 / 0556 /**

0560 / 0564 / 0568 / 0572 / 0590 / 0604 / Slot: **D2**

0481 / 0485 / 0489

Time: **Three Hours**

Max. Marks: **100**

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

Answer ALL Questions

(10 X 10 = 100 Marks)

1. What is the role of language and cultural barriers in communication? Explain how differences in language, dialects and cultural norms can create misunderstandings. Propose methods to bridge these gaps in communication.

2. **Case Study: Communication Barriers:**

A multinational company has employees from various countries. A team working on a project includes members from the United States, India, Japan, and Germany. Due to differences in their native languages, there are frequent miscommunications. The team struggles with understanding each other's ideas, which leads to delays and frustration.

Questions:

- a) How to create an open communication culture to minimize the misunderstandings?
- b) What strategies can bridge communication gaps between employees with different communication styles?

3. **Correct the errors in the following passage:**

The teacher and the students is excited about the upcoming field trip. She explain the itinerary to them, and they been eager to participate. The class have been preparing for weeks and is looking forward to the visit. Each of the students have their own responsibility, but some of them forgot their duties. The principal, along with the teachers, are planning a special surprise for the trip. By the time we leave, we will have reviewed everything. The group of volunteers have been assigned to organize the snacks. He said that he wouldn't mind helping out. They are all ready when the buses arrived at the school.

4. a) GreenTech Innovations, an eco-friendly startup in Hyderabad, is hiring for the position of Data Analyst - Intern. As a candidate applying for this role, **prepare a resume** that emphasizes your educational background in data science, relevant technical tools or programming languages, any hands-on projects, and internships in the field.

OR

4. b) You are applying for the Master's Degree Program in Data Science at the University of California, Berkeley, known for its innovative curriculum and strong ties to the tech industry. The admissions committee looks for candidates with a passion for data analysis, strong quantitative skills, and clear career aspirations. Write a **Statement of Purpose** that highlights your academic background, relevant skills, research interests in data science, and how this program aligns with your long-term career goals.

5. You recently bought a Samsung Smart TV from TechWorld Electronics in Mumbai, but after a few weeks of use, the picture quality has started to degrade, and the screen sometimes flickers. Despite trying all troubleshooting methods in the manual, the issue persists. Write a **formal letter of complaint** to TechWorld Electronics' Customer Service Department explaining the problem.

6. a) You are the HR Manager at Webcom Corporation, a mid-sized tech company. Recently, there has been an increase in employees arriving late to work, affecting productivity. The management has decided to enforce a stricter punctuality policy, requiring all employees to be at their desks by 9:00 AM. Employees who are late more than three times in a month will receive a formal warning. You need to communicate this policy to all employees via a memo. **Prepare a Memo** based on the above details.

OR

6. b) Explain how to use a hand-cranked portable blender that requires no electricity, making it ideal for campers, hikers, or anyone in off-grid locations. The blender is designed for eco-conscious users who want to prepare fresh smoothies or shakes while reducing their carbon footprint. It is lightweight, easy to clean, and made from sustainable materials. **Write the product description** of aforementioned product.

7. Effectively **summarize** the following paragraphs without changing the core meaning:

Paragraph 1:

Reading is an essential activity that enriches the mind and enhances knowledge. It improves vocabulary, comprehension, and critical thinking skills. Fiction books transport readers into imaginative worlds, fostering creativity, while non-fiction books provide real-world information, helping individuals stay informed. Additionally, reading reduces stress by allowing people to escape into different stories and perspectives. Studies show that people who read regularly have better memory retention and cognitive function as they age. Despite the rise of digital media, books continue to hold great importance in education and personal development. Furthermore, reading enhances empathy by exposing individuals to diverse cultures and experiences. In an era where screen time dominates, dedicating time to reading can promote mental well-being and lifelong learning.

Paragraph 2:

Physical exercise is crucial for maintaining overall health and well-being. Regular workouts improve cardiovascular fitness, strengthen muscles, and enhance flexibility. Exercise also plays a significant role in mental health by reducing stress, anxiety, and depression. Engaging in physical activity releases endorphins, which boost mood and increase energy levels. Additionally, staying active helps in weight management by burning calories and improving metabolism. A sedentary lifestyle, on the other hand, can lead to various health issues, including obesity, diabetes, and heart disease. Experts recommend at least 30 minutes of moderate exercise, such as walking, jogging, or cycling, five times a week. Activities like yoga and strength training also contribute to better physical and mental health. Adopting a fitness routine not only improves longevity but also enhances the quality of life by promoting stronger immunity, better sleep, and overall vitality.

8. What is Laissez-Faire leadership, discuss how does it work and in what situations is Laissez-Faire leadership most effective?

Case Study:

At a software company, Sarah and Tom, two experienced developers, frequently disagree over coding methods. Sarah prefers structured programming, while Tom believes in flexibility. Their conflicts slow progress and create a tense atmosphere within the team. Other employees feel uncomfortable and avoid collaborating with them. The project manager intervenes by arranging a mediation session, where both express their concerns. It becomes evident that lack of communication and unwillingness to compromise fuel the conflict. The manager introduces a collaborative approach, where both agree on a coding standard while allowing room for flexibility in certain areas. Regular team meetings ensure continued alignment. Over time, Sarah and Tom develop mutual respect, leading to improved teamwork and efficiency.

Questions:

- a) Identify what were the key factors contributing to the conflict between Sarah and Tom?
- b) How did the manager resolve the conflict, and why was this approach effective?
10. Discuss the key steps that are involved while writing a research paper.

Ca/D/TY