



VIT

Vellore Institute of Technology
(Approved by the University Grants Commission, UGC, Act 1956)

Final Assessment Test – April 2025

Course: **BENG101L - Technical English Communication**

Class NBR(s): **0527 / 0529 / 0533 / 0574 / 0578 / 0582 /**

0586 / 0593 / 0598 / 0605 / 0610

Slot: **F1**

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. Define the common psychological barriers to communication and suggest effective ways to address them.

2. **Read the case below and answer the question:**

A global marketing firm assigns Nick, Teju, and Parvathi to develop an advertising campaign for a high-profile international client. Despite their technical expertise, the team encounters challenges in collaboration, leading to occasional friction and delays in decision-making. Nick's fast-paced style clashes with Teju's preference for detailed discussion, while Parvathi struggles with Nick's idiomatic language. During preparation for a critical client pitch, disagreements surface regarding creative approaches and task assignments. Teju feels her ideas are dismissed, and Parvathi remains silent, fearing the same. Tensions peak during the rehearsal when Nick dismisses suggestions from Teju, leaving the team unprepared and the presentation lacking cohesion. Client dissatisfaction highlights deeper issues within the team's dynamics. Observing the situation, project manager Mr. Sharma steps in to address the growing concerns. He arranges a mediation session to resolve the issues.

i. What are the barriers hindering the team's collaboration and performance? Identify and analyse them.

ii. How can Mr. Sharma's intervention resolve the communication challenges within the team?

3. **Rewrite the following passage by correcting the errors and underline the revised parts:**

The cultural fest team are facing challenges lately. Several participants isn't following rules, which annoy the organizers. One of the awaited performances were delayed due to issues. Neither the performers nor audience have showed patience. Each stall set by sponsors were attracting attention. The audience along with chief guests have waited long for the inauguration. The strategies adopted includes breaks and prioritizing events. Two kilometers, walking from the guest house to the stadium, are seen as short, but the elderly feel it is far. Don't you think sound systems used are too poor for the event? The committee with the principal and staff has planned a theme highlighting conservation.

4.a) A leading international company is seeking a highly skilled System Analyst with a B.Tech. in Computer Science to join their dynamic team. The ideal candidate will possess excellent communication skills and have prior experience in similar job responsibilities, including system analysis, software development and technical support. You are encouraged to **draft a detailed resume** to be forwarded to the director.

OR

- 4.b) You are a Mechanical Engineering student aspiring to pursue a Master's degree in Robotics and Automation at the Massachusetts Institute of Technology (MIT). Write a **Statement of Purpose (SoP)** in about 200 words highlighting your academic background, relevant projects, work experience and your motivation for choosing this specialization and university.
5. You recently purchased a washing machine from a well-known brand, but it has been malfunctioning since the day of installation. **Write a formal complaint letter** to the customer service department of the company, detailing the issues you have encountered and requesting a replacement.
- 6.a) Assume yourself to be the CEO of BioInnovate Solutions, a company specialised in diagnostic tools and medical research. Employees have been careless in documenting experimental procedures, research data and equipment usage, causing project delays and financial losses. **Draft a memo** to address this issue and emphasise strict adherence to company protocols.

OR

- 6.b) Explain the process of recycling electronic waste to recover valuable materials.

7. **Summarise the passage in 70 words:**

Civil engineering serves as the foundation for the infrastructure that supports modern civilization. It involves designing, constructing, and maintaining essential structures like roads, bridges, dams, tunnels, and buildings. These projects require thorough analysis of site conditions, careful selection of materials, and adherence to safety and sustainability standards. As technological advancements revolutionize the field, tools like Building Information Modelling (BIM) have become integral, enabling precise planning, streamlined collaboration, and efficient resource management. This integration of technology has enhanced accuracy and reduced project timelines significantly.

In addition, modern civil engineering has embraced environmentally conscious practices, focusing on the use of eco-friendly materials, energy-efficient designs, and waste reduction techniques. This shift not only mitigates environmental impact but also ensures that infrastructure remains resilient amidst pressing global challenges like urbanization, climate change, and resource scarcity.

Civil engineers are tasked with striking a balance between economic viability, environmental stewardship, and societal well-being in their projects. They play a critical role in creating infrastructure that is durable, functional, and adaptable to the demands of future generations. By prioritizing innovation and sustainability, civil engineering continues to be a vital discipline that drives progress and ensures a robust foundation for global development.

8. Identify any four key leadership skills and illustrate each with relevant examples.

9. **Observe the following case and answer the questions:**

In a bustling bank's loan processing department, two colleagues, Akshay and Neha, are at odds over their responsibilities. Neha, tasked with preparing loan applications, accuses Akshay of consistently delaying the review process, resulting in frustrated clients and missed deadlines. Akshay, however, counters that Neha's applications are riddled with errors, forcing him to spend excessive time on corrections. Their growing animosity escalates, leading to heated arguments in front of other team members and creating a tense atmosphere in the office. As a result, overall productivity drops, customer complaints surge, and the department's reputation takes a hit. The department manager, Abhishek, notices a significant drop in performance indicators and receives reports from other staff about the disruptive behaviour. Recognizing the urgent need for intervention, he calls an immediate meeting to address the conflict and restore harmony in the workplace.

- i. Identify and explain the factors that contributed to the conflict between Akshay and Neha?
- ii. What strategies could Abhishek use to address the conflict effectively during the meeting?

10. Describe the components of a research article including the purpose of each section.