

National University of Computer and Emerging Sciences, Lahore Campus



Course:	Communication & Presentation Skills Lab	Course Code:	SL152
Program:	CS, DS, SE	Semester:	Spring 2021
Deadline:		Total Marks:	75
Date:		Weight:	60
Section:	All	Page(s):	3
Exam:	Mock Exam		

Instructions:

- Attempt all questions on the answer sheet

Long Scenario

Place: Drive-through fast food window

Time: Around 10 PM on a Wednesday

Who was involved? Fast food clerk, customer (me) in car.

Gender & age: Clerk was a man probably in his 30s, I am a woman, aged 29.

Relationship: Customer / service worker. Never met before.

Other relevant characteristics: The man came from Ghana. I am biracial (African-American, German)

DESCRIPTION

I waited in line in my car, then ordered a cheeseburger and soft drink. The clerk spoke very softly. His right hand was on the cash register, his left at the window. When he handed me my order, he looked away briefly, then said to me "Very sorry. In my country, Ghana, it is very rude to do this." I must have looked blank, because he then added, "handing a customer food with this hand." I sensed that he felt bad, and I said in a bright smile, "Oh, whatever," and gave a wave of my hand. Then I drove away.

MY INTERPRETATION

Only after I drove away did I realize that he was talking about the left hand being unclean. My mind was (frankly) on getting food and getting home quickly. I think he was probably talking to me as another Black person about something that really made him ashamed. At the time, I reacted in very American mode: I wanted to be friendly, to tell him that he didn't insult me, that everything was fine. And I wanted to get going. In my culture, there's no particular stigma attached to using the left hand, so it didn't seem like a big deal to me.

THEIR INTERPRETATION

It is possible that in his culture, the taboo against using the left hand is so strong that he can't put aside those feelings when he is in the U.S. even though he knows we don't care. Does he apologize to everyone? I think he assumed that a Black American would be more sympathetic, would listen to him as a real person and would honor his African culture. Or maybe it is just a routine courtesy to apologize and he *does* apologize to customers often without thinking much about it.

QUESTIONS:

- Q.1** Keeping in mind high context and low context, discuss what kind of activity fast food is also discuss to which context does the clerk belong to. Support your answer based on the evidences mentioned in the scenario (100-120 words). [12]
- Q2.** What kind of physical adaptation do you suggest to the clerk in this scenario? Justify your selection (50-70 words) [6]
- Q3.** How do you think the clerk should have changed himself? (50-70 words) [6]
- Q4.** Do you suggest the clerk to keep his culture to himself? Why or Why not? (50-70 words) [6]

Short Scenarios

Short Scenario-1: Recently, a friend of mine was telling me a story that she experienced in real life where she went to fancy restaurant in Istanbul. She didn't know a single Turkish word, so she ordered by pointing at items in the menu. Of course she had no ideas what they were and was very bewildered when the waiter brought her a plate of uncooked meat.

Question. With reference to the verbal communication, how the characteristic of the language those were important for her to know before she was ordering from the menu resulted in incorrect order. [10]

Short Scenario-2: It's a nice sunny day, and the mom and daughter duo planned last night to bake a cake tomorrow morning. The kid is watching TV, meanwhile her mother just speak to her, "Hey! Lisa, can you please help me by bringing some of the cake ingredients from the bottom shelf of the kitchen cabinet?" To this, Lisa gives an expression of agreement "Mhmm" and nods simultaneously. Then the mother mentions 5 items to bring from the cabinet; however, Lisa stays her eyes on the TV but nods to bring it in a while. After a second call from her mother she finally gets up to the kitchen cabinet, but now she hardly remembers 2 out of 5 items. She tries to recall the items but fails, so she decides to take only flour and oil to her mother, the things she remembered, and to ask her mother about rest of the things again. To her surprise, other tells her she didn't mention the oil at first place.

Question: In the above mentioned scenario, what are the active listening strategies Lisa has not adopted and failed to complete the task assigned by her mother. Identify and explain how she could be a better listener. [10]

Short Scenario-3: Alisha is from Georgia and is surprised that on her first trip to New York City, native New Yorkers do not respond to her friendly overtures on the subway. She learns that New Yorkers generally do not talk to strangers on the subways as a way of obtaining some privacy in a very crowded city. So, instead of condemning New Yorkers as "unfriendly and suspicious," she uses a different cultural frame of reference, understanding their behavior from within their own frame of reference.

Question: What mind-set is Alisha using to evaluate New Yorkers' behavior? [10]

Short Scenario-4: I was in Shanghai, China a few years ago. Not being able to read or write anything in Chinese, I had printed out the name and address of the hotel in Chinese and brought it with me on the plane. I was grateful for this precaution when I discovered that it is folly to expect a taxi driver to understand English.

From that moment on, I always had a card from the hotel to hand the drivers.

One day I witnessed the unfortunate results of someone not having that magic card. A group of us were about to pile into the taxi when we were stopped by a fellow English-only traveler. He had lost his card. His driver had no idea where to take him, and we couldn't help – we couldn't tell the driver the name of the hotel since none of us spoke Chinese (which is why we *always* had that magic card). The traveler was quite worried as he had a flight to catch in another few hours after getting his luggage from the hotel. We were about to bring him with us when, with much relief, he located his own hotel card & left with the taxi to reach his hotel.

Question. Discuss how the traveler can avoid the chaos with the help of sociolinguistics? [10]

Multiple Choice Questions

[1*5]

1- If the music is playing so loudly that it competes with your roommate who is trying to talk with you. This will result in communication failure as you were not able to _____ the information of your roommate.

- a) Attend
- b) Understand
- c) Evaluate
- d) Respond

2- Amir woke up at 8:30 am and got panicked due to being late from his class. He immediately turned on his computer and started listening his Calculus lecture. Meanwhile, he was listening to his lecture, he started scrolling the WhatsApp group of his class and got busy in replying to the messages. All the time, he was thinking of the lecture's attendance and kept on questioning himself, whether teacher will mark his attendance or not. Due to this behavior Amir was not able to _____ the information.

- a) Attend
- b) Understand
- c) Evaluate
- d) Respond

3- Maria says to you, "I am totally frustrated. Would you stop at the store on the way home and buy me some more paper?" You may be a bit confused by her request and need more information to understand. Yet if you simply respond "What do you mean?" Maria, who is already frustrated, may become defensive. Instead, you might think about what type of information you need and form a question to meet that need. You can ask one of these three types of questions: 1. "What kind of paper would you like me to get, and how much will you need?" 2. "Could you tell me what you mean by frustrated?" 3. "What's frustrating you? for _____ the information/context.

- a) Attending
- b) Understanding
- c) Evaluating
- d) Responding

4-When Maria tells Amir that she is in real trouble financially, and Amir senses the stress and anxiety that Maria is feeling, we would say that Amir tried to _____ the feelings of Maria through _____.

- a) Attending/Empathizing
- b) Respond/Understanding
- c) Attending/Understanding
- d) Understand/Empathizing

5-If someone says, "Better watch it—Aliya's in one bad mood today. Did you catch the look on her face? That's one unhappy girl," you should stop and think. Is Aliya really in a bad mood? You will try to know this by observing her facial expression. Then you will ask, how accurately her facial expression presents her mood? Based on the previous question you will further probe in by asking questions to yourself, is Aliya's expression one of unhappiness, or is it anger? Is the look on her face enough to conclude that she's in a bad mood? You observed Aliya to induce _____ and based on it you _____ her mood?

- a) Inference/Evaluated
- b) Feelings/Understood
- c) Inference/Understood
- d) Understanding/Empathize