

## Expository Writing

(SS1014)

Date: May 24<sup>th</sup> 2024

Course Instructor(s)

Nazia Imam, Aisha Khan, Faiza Mumtaz, Huma  
Hafeez, Mariam Aftab

## Final Examination

Total Time: 2 Hours

Total Marks: 65

Total Questions: 04

Semester: SP-2024

Campus: Karachi

Dept: Computer Science

Student Name

Roll No

Section

Student Signature

**CLO 1 : Use the theoretical knowledge of communication to accomplish communication objectives efficiently both as a speaker and writer.**

**Question 1: A. Keeping in view all the seven Cs of the communication, rewrite the following email: [10 marks]**

Subject: Important Event

In reference to the upcoming activity on campus which will occur shortly, involving tasks that you will engage in and you all need to attend it because it is important. Participation is expected from everyone, and it's going to be about some stuff that you'll find useful. So, make sure you come and be there because it's mandatory and you shouldn't miss it. Don't forget about it.

Best!

**B: Think about the 7Cs of communication; which are essential for effective communication. Take a look at the sentences provided in Column A and the listed 7Cs in Column B. After reading the instructions in Column A, match each instruction with the corresponding 7Cs from Column B, and then write down the answer (only the letter) in Column C. [2 marks]**

COLUMN A	COLUMN B	C
1. During a presentation, the speaker elaborates on each point extensively, causing the audience to lose interest and focus. Which aspect of effective communication needs improvement?	a) Completeness	
2. During a team meeting, you provided a summary of the project status but omitted crucial information about pending tasks and deadlines. Which aspect of effective communication was overlooked?	b) Correctness	

# National University of Computer and Emerging Sciences

3. You notice several spelling errors and grammatical mistakes in a colleague's report. Which C of communication is lacking in this scenario?	c) Concreteness	
4. In an instructional manual for assembling furniture, the steps are described using precise language and clear diagrams. Which aspect of effective communication is exemplified here?	d) Conciseness	

**CLO 2 : Demonstrate sensitivity to the audience and the context of communication when listening and interacting with others.**

---

**Question 2(A): Choose the right option: [3 marks]**

**1. Which of the following is an appropriate salutation for a formal letter announcing record-breaking profits to shareholders?**

- a) Hi there,      b) Dear Shareholders,  
c) Hey folks,      d) To Whom It May Concern

**2. In a formal letter congratulating a faculty member on receiving a prestigious award, which of the following would be most appropriate?**

- a) "Congratulations on your award. Keep up the good work!"  
b) "Hey, great job on the award! You deserve it."  
c) "Dear Professor [Last Name], I am delighted to extend my heartfelt congratulations on your well-deserved recognition..."  
d) "Thanks a bunch for winning the award!"

**3. Which of the following would be an appropriate closing for a formal letter thanking a business for their donation to a school?**

- a) "Thanks a lot!"  
b) "See you soon!"  
c) "Sincerely,"

**4. When delivering bad news, what tone should the writer use?**

- a) Aggressive and forceful  
b) Apologetic and sorrowful  
c) Professional and sorrowful  
d) Casual and indifferent

**5. What should be included in the opening paragraph of a positive news letter announcing a company's achievement?**

- a) Detailed financial analysis  
b) A brief summary of the accomplishment  
c) Personal complaints  
d) Technical jargon

**6. What should be the tone of a positive news letter announcing a charity's successful fundraising campaign?**

- a) Negative and pessimistic      b) Neutral and indifferent  
c) Positive and celebratory      d) Critical and judgmental

**2B. A customer has complained about a defective product. You need to inform them that the product is no longer under warranty and cannot be replaced for free. Using block format write a negative message formal letter. [5+10= 15 marks]**

# National University of Computer and Emerging Sciences

## **CLO 3: Prepare and deliver effective formal and informal presentations/speeches in different business and academic situations.**

### **Question 3: Choose the best option: [15 marks]**

1. Which of the following is the most important element to include in a personal statement for university admission?
  - A. A detailed list of all extracurricular activities
  - B. A specific anecdote that illustrates your passion for the field
  - C. The names of all the universities you are applying to
  - D. A summary of all your high school grades.
2. Asad is passionate about computer science and has developed a mobile app to help students organize their study schedule. He is applying to a computer science program that values innovation and practical application.

**What is the best way for Asad to present his app development experience in his personal statement?**

- A. Simply state that he developed an app and leave it at that
  - B. Provide a detailed description of the app, the problem it solves, the technology used, and any user feedback or success metrics.
  - C. Compare his app to other similar apps on the market
  - D. Focus on the technical difficulties he encountered while developing the app.
3. Michael is highly interested about robotics and has participated in various robotics competitions. He also mentors younger students in his high school's robotics club.

**How should Michael highlight these experiences in his personal statement for an engineering program?**

- A. Criticize the organization of the competitions
  - B. Focus on the technical specifications of the robots he built
  - C. List all the competitions he participated in
  - D. Describe his role in the competitions, the skills he developed, the success of his team, and how mentoring has enhanced his understanding and passion for robotics
4. Why is it important to tailor your personal statement to the specific university you are applying to?
  - A. To show that you have researched the university and understand what it offers
  - B. Because it is a requirement for all university applications
  - C. To use the same statement for every application
  - D. So you can mention how many friends you have at that university
5. Which of the following best describes the tone you should use in a personal statement?
  - A. Casual and humorous
  - B. Formal and impersonal
  - C. Professional and reflective
  - D. Aggressive and demanding
6. When concluding a personal statement, it is important to:
  - A. Restate all your achievements
  - B. Summarize your main points and express enthusiasm for the program
  - C. Include a joke to make your statement memorable
  - D. Write a very brief conclusion to save space
7. What role do volunteer experiences play in a personal statement?
  - A. They should be avoided to focus more on academic achievements
  - B. They are only important if related to your field of study.
  - C. They should only be mentioned if you have received an award for them
  - D. They demonstrate your commitment to the community and your ability to apply skills in real-world settings.

# National University of Computer and Emerging Sciences

8. **Why is it important to proofread your personal statement before submitting it?**
- A. To ensure it meets the word limit
  - B. To make it longer
  - C. To correct any grammatical and spelling errors and ensure clarity
  - D. To make it sounds casual and informal
9. James is applying to a top-tier computer science program. He has developed an AI-based application that helps optimize delivery routes for small businesses.
- Which statement should James include in his personal statement to best highlight his AI project?**
- A. "I have always loved technology, and creating my AI application was a fun experience."
  - B. "Artificial Intelligence is undeniably the future of technology, and my project represented a small yet significant step in contributing to that rapidly advancing field, exploring innovative solutions and practical applications to address real-world challenges."
  - C. "Developing an AI-based application to optimize delivery routes for small businesses allowed me to apply my programming skills to solve real-world problems, resulting in a 20% increase in efficiency for the businesses I worked with."
  - D. "AI is the future, and my project was a small step in contributing to that field."
10. David is applying to a law program and worked as an intern at a legal aid clinic. **Which statement should he include in his personal statement to effectively describe his internship experience?**
- A. "Interning at a legal aid clinic was a great learning experience, providing invaluable insights into legal practices and client advocacy."
  - B. "Working at a legal aid clinic allowed me to assist underrepresented clients, develop my legal research skills, and deepen my commitment to advocating for social justice."
  - C. "Law is a complex field, and my internship provided valuable insights."
11. Liam is applying to an English literature program and has a passion for creative writing, with several published short stories. **Which statement should Liam include in his personal statement to best showcase his writing experience?**
- A. "Publishing my short stories in various literary magazines allowed me to explore diverse themes and styles, enhancing my understanding of literary techniques and deepening my passion for English literature."
  - B. "Creative writing is my passion, and being published was a significant milestone for me, validating my dedication and enhancing my confidence in my literary abilities."
  - C. "I have written many short stories that have been published, which was a great experience."
12. Isabella is applying to a sociology program and included this statement:  
"I conducted a research project on social media's impact on teenage self-esteem. It was very interesting and I learned a lot." **What is the main issue with the above statement from Isabella's personal statement?**
- A. It is too focused on the project's topic.
  - B. It lacks specific details about her research methods and findings.
  - C. It is too formal
  - D. It is too detailed.
13. David is applying to a law program and wrote:  
"I am interested in law because I enjoy debating and have won several debate competitions."  
**What is the main problem with the above statement from David's personal statement?**
- A. It is too focused on his debating skills.
  - B. It is too focused on his debating skills.
  - C. It lacks details about his debate competitions.
  - D. It is too short.
14. Sophia is applying to an environmental science program and wrote:

# National University of Computer and Emerging Sciences

"I care a lot about the environment and have participated in several beach clean-up events. The environment is important to me." **What is the main issue with the above statement from Sophia's personal statement?**

- A. It is too emotional
- B. It lacks specific details about her involvement and impact
- C. It focuses too much on beach clean-ups
- D. It is too formal

15. Emily is applying to a business program and wrote the following:

"Leading a fundraising campaign was a fun and exciting experience. I enjoyed working with my friends and raising money for a good cause." **What is the key issue with the above statement from Emily's personal statement?**

- A. It is too informal and lacks detail about her leadership skills.
- B. It does not mention the amount of money raised.
- C. It focuses too much on her friends.
- D. It does not mention her academic background

***CLO 4 : Display effective communication skills to meet business objectives in meetings, interviews, and small group communication***

---

**Question 4A: Write appropriate responses for the following job interview questions: [12 marks]**

**Do not write more than 80 words for each response.**

1. During an interview, you are asked about a gap in your employment history. You took a year off to take care for a sick family member, but you are worried that this might reflect poorly on you. How would you respond to this question in a way that addresses the gap honestly while maintaining a positive impression?
2. In an interview, you are asked, "Tell me about a time when you had to deal with a difficult team member." How would you structure your response using the STAR (Situation, Task, Action, Result) method?
3. You have just finished an interview for your dream job. You know that following up is important, but you want to do it professionally and effectively. What steps would you take to follow up after the interview, and what would you include in your follow-up communication.

**Question 4B: choose the write option: [8 marks]**

**1. During a remote interview for a senior management position, the candidate experiences intermittent disruptions due to technical issues with their internet connection. Despite their efforts to fix the problem, the interruptions persist, making it challenging to maintain a smooth conversation with the interviewer. The candidate is concerned about the impact of these disruptions on their performance and the overall impression they leave. How should the candidate handle this situation to ensure a successful interview?**

- A) The candidate should immediately end the interview and reschedule to avoid further interruptions and maintain professionalism.
- B) Politely apologize for the interruptions and suggest switching to a phone call as an alternative communication method if the technical issues persist. They can assure the interviewer of their commitment to resolving the problem promptly to ensure a productive discussion.
- C) While continuing with the interview despite the disruptions may seem like an option, it risks creating a negative impression due to the lack of effective communication. It's essential for the candidate to prioritize a seamless interview experience for both parties.
- D) If the candidate believes that the technical issues are specific to the video conferencing platform being used, they may suggest switching to a different platform known for its stability to minimize interruptions and ensure a smoother conversation.

# National University of Computer and Emerging Sciences

**2. During a stress interview for a sales position, the interviewer employs aggressive questioning tactics, repeatedly interrupting the candidate's responses and challenging their qualifications and experiences. Despite remaining composed and maintaining professionalism, the candidate finds themselves struggling to assert their expertise and address the interviewer's concerns effectively. How should the candidate respond to these tactics while maintaining composure and confidence?**

A) Becoming visibly frustrated and demanding respectful treatment may escalate the situation and reflect poorly on the candidate's ability to handle pressure and difficult interactions. Instead, the candidate should maintain composure and focus on addressing the interviewer's concerns with clarity and confidence.

B) Politely addressing the interruptions and calmly reasserting their qualifications and experiences is essential. By staying composed and refraining from engaging in confrontational behavior, the candidate can demonstrate resilience, professionalism, and effective communication skills, despite the challenging circumstances.

C) Responding aggressively to assert dominance can further exacerbate tensions and create a negative impression on the interviewer. It's crucial for the candidate to remain professional, respectful, and composed, even in the face of adversity, to leave a positive and lasting impression.

D) Walking out of the interview in protest may be perceived as a drastic and unprofessional response, potentially damaging the candidate's reputation and future opportunities. Instead, the candidate should focus on leveraging the interview as an opportunity to showcase their ability to navigate challenging situations and maintain professionalism under pressure.

**3. During an in-person interview for a software engineering role, the candidate notices that the hiring manager and team members seem disengaged and uninterested in their responses. Despite preparing thoroughly and answering questions confidently, the lack of enthusiasm from the interviewers creates a challenging environment. How should the candidate adapt their approach to regain the interviewers' attention and interest?**

A) While speaking louder and faster may seem like a natural response to grab attention, it can come across as desperate and may further alienate the interviewers. Instead, the candidate should focus on maintaining composure and professionalism.

B) The candidate should maintain eye contact and use engaging body language, such as nodding and smiling, to convey confidence and enthusiasm. They can also ask insightful questions to demonstrate their interest in the role and the company, encouraging the interviewers to actively participate in the conversation.

C) Cutting the interview short and leaving abruptly is not a constructive solution, as it reflects poorly on the candidate's ability to handle challenging situations and adapt to different environments. It's essential for the candidate to remain composed and make the most out of the opportunity to showcase their qualifications and experiences.

D) Directly asking the interviewers if there are any concerns they would like to address can be perceived as confrontational and may put them on the spot. Instead, the candidate can subtly gauge the interviewers' interest by observing their body language and adjusting their approach accordingly, without explicitly acknowledging the lack of engagement.

**4. During a case interview, the candidate is presented with a complex business problem for which they are unprepared. How should the candidate approach this situation to demonstrate problem-solving skills and analytical thinking?**

A) Panic and admit they are unable to solve the problem.

B) Break down the problem into smaller components and ask clarifying questions to gather more information.

C) Provide a generic solution without fully understanding the problem.

D) Refuse to engage with the case and request a different question.

**Good Luck!**