National University of Computer & Emerging Sciences, Karachi
Spring 2023, CS-Department
Final Examination
26ᵗʰ May, 2023; 8:30 to 10:30 am

Course Code: SS152	Course Name: Communication and Presentation Skills
Instructor Name: Sameera Sultan, Faiza Mumtaz, Atifa Batool, Javed Iqbal, Javeria Ali, Khadija Shireen, & Huma Kamran	
Student Roll No:	Section No:

Instructions:
- **Return the question paper.**
- **Write only the answers in your answer copy after putting the correct question number.**
- **Answer all the questions in the answer copy.**

Time: 2 hours   **Max Marks: 63**

(Q1/CLO4)

Given below is the tape script of a team meeting conducted by the team leader, Ali Khalid, working at a tech company. The meeting was conducted on May 24, 2023 from 11:00 am to 11:45 am in Board Room #3. The attendees were the team leader (Ali Khalid), Asif Ghauri, Arfa Abid, Anas Khan, Azeem Channa, and Shaheer Shah. The agenda was as follows:

1. Briefing about the designs for the user interface of Liberty Bookstore's e-store
2. Sharing information about the scalability requirements of the Liberty Bookstore's website
3. Updates about the deployment of our SIS at Shaheen Public School System

Using all the details provided above and the tape script of the meeting, write the minutes of this meeting using the format taught in the course. [15]

Tape Script:
Team Leader: Assalamualaikum everyone. Nice to see you all.

All: Walaiakum-asalam. Thanks sir.

Team Leader: Ok, let's begin. As you know that we have to build a website for the very famous and prestigious bookstore, Liberty bookstore. It is a very important project. So, our agenda item 1 was about the user interface of this bookstore. Asif, can you please brief about this item. You were instructed to suggest designs in this meeting for voting.

Asif: Sure sir. Yes, you asked me four days ago to work on and recommend some designs for voting in this meeting. Well, I suggest that the homepage be simple with the logo of the bookstore in the top right of the page with the main menu header in the left side in vertical position. Here, I have a sample to show. (Distributes design copies). Ok, furthermore, you can see here that in the exact middle of the homepage, we will display sale, discount announcements and important events as Liberty Bookstore is very active and very much into organizing book fairs throughout the year. Below this, we can display the bestsellers in every genre be it fiction, politics, history, education, etc.

Team Leader: That sounds nice and well-thought of. Any comments.

Arfa: Yes sir, Asif's design is impressive and appropriate keeping in mind the sophisticated image of the bookstore, but can I recommend that why not bestsellers be on top of the events and announcements. I mean, people will visit the website for online shopping. The customers can always follow the social media pages for event news and announcements and all.

Asif: Yes, Arfa, it makes sense. Sure, I will incorporate your suggestion. I also wanted to talk about the color palate. Since the bookstore's logo is blue and read, the main menu header will be blue and the bestseller and event bars can be red. The background will be white with no image as our client has a very elegant image.

Team Leader: Any more suggestions?

All: No sir.

Team Leader: Ok, thanks a lot Asif for your hard work. I think the design is quite appealing and we can go ahead with it and show it to our client in the next meeting at their office. So, agenda item 2 was about the scalability requirements of the e-bookstore. Anas and Azeem, you met our client about the issue, so can you please share what you talked about?

Anas: Of course. We meet Mr. Nizami from the Liberty Bookstore on Friday. Well, he said that they want to first launch their e-bookstore, but once it becomes popular, they want to expand it to also include a discussion forum in the future. You know, they want their readers to discuss and review books and all. So, well, they really want a website capable of growth and good scalability.

Azeem: Well, let me define scalability for our non-technical members here. Scalability refers to the growth of a web application over time. Clients may want to expand their website or make changes, you know, upgrade and all.

Team Leader: Thank you Anas and Azeem. So, how are we going to make a scalable website?

Anas: Well, scalability is not about frameworks or programming languages, but about load balancing between different servers.

Team Leader: Ok, Anas and Azeem, please work on this feature and present your progress in the next meeting. Now, we move to agenda item 3, so Shaheer, please brief about the deployment of our program at the Shaheen Public School system.

Shaheer: Thank you sir. So, here's the thing. We developed a student information system for Shaheen Public School System. We will deploy and install the application at their head office on May 28th.

Team Leader: That's good and we will be done with this project.

Shaheer: Ah sir, you know, the secretary at Shaheen School system was requesting that we conduct some tutorials for their administrative and teaching staff.

Team Leader: But that was not in the contract.

Shaheer: I know. I told them and they said they will pay us more, but I was not satisfied with the amount they are offering for tutorials. What should we do?

Arfa: Can we negotiate?

Shaheer: Well, Arfa you are good at that, aren't you?

Team Leader: Arfa, can you talk to the secretary at Shaheen Public and negotiate. Tell them about our demands and concerns. Try to reach an acceptable deal.

Arfa: Sure sir. I will do that right away.

Team Leader: Ok, I guess we are done with all three agenda items. So, please carry on with the good work. We will meet again next week at the same time. See you and Take care.

All: Thank you sir. Bye.

(Q2/CLO4)
Using the block format, write a formal Negative letter for the following scenarios. [15]

Scenario:
Imagine that you have worked as an active member of Procom 23. You have been leading the team of Gaming Competitions. During the first day of Procom, three participants who had paid the registration fee could not come to the campus of FAST and hence missed participating in the games. These participants belonged to DHA Sufa University and due to some confusions on the part of their university's Student Activities Office, they missed the games on Day 1. The Student Activities Office at DHA Sufa has now contacted you and requested that these 3 participants be adjusted in round 2 of the games to be held on the second day of Procom. Thus, you discuss the case with the faculty heads and find that it is against the policy of our games and competitions code to allow participants to entre round 2 without performing in round 1.
Now write a formal negative news letter informing the Student Activities Head at DHA Sufa university, Mr. Fawad Kiani, about your inability to entertain his request.

(Q3/CLO4)
   a) **Identify the type of meetings by analyzing the scenarios given below. You can choose your answers from the options provided below. [5]**
   Brainstorming meeting/Progress Report meeting/Debrief meeting/Team meeting/Information meeting

S. No	Scenario
1	In a corporate boardroom, employees attentively listened as the HR manager presented the details of the new employee benefits package
2	A group meets to talk about a project highlighting the milestones, discussing individual responsibilities, and addressing any concerns or challenges
3	All team members in a meeting discussed what worked well, identified areas for improvement, and exchanged lessons learned. The team brainstormed actionable recommendations to enhance future events, fostering a culture of continuous learning and growth.
4	The team members eagerly shared their suggestions, from innovative social media strategies to captivating ad concepts for a new marketing campaign
5	A meeting in which each team member provided updates on their respective tasks, highlighting completed milestones, ongoing challenges, and next steps.

b) **Identify the type of interview by analyzing the scenarios. Select from Screening, Selection and Evaluation interview types only. [3]**

S. No	Scenario
1	This interview focuses on assessing the candidate's educational background, professional experience, technical skills, and ability to collaborate.
2	This interview focuses on assessing the candidate's previous work experience, specific skills, and their ability to work effectively within a team. The interviewer asks questions to evaluate the candidate's qualifications, while the candidate highlights their career progression, notable achievements, and relevant skills.
3	The interview aims to assess the candidate's fit within the company culture and goals. The interviewer asks questions to gauge the candidate's self-reflection, their perception of the organization, and their ability to contribute to the team. The candidate highlights their unique qualifications and experiences and has the opportunity to inquire about professional development opportunities.

(Q4/CLO2)

a) **Read the job interview responses given below. Identify the problems in them. Please write the problem in one sentence or a phrase only. Also offer a more appropriate answer by writing the better version in your answer copy. [5]**

1. **Interviewer:** How do you usually address any challenging situation? Can you also give me an example?
   Candidate: Well, usually I don't find anything challenging. I am a gifted person and nothing really seems difficult to me. So, I don't really have any strategy since I don't think I find anything challenging.

2. **Interviewer:** What is the most appealing thing for you about our company?
   Candidate: Your company is so prestigious and renowned. It would be highly beneficial for my career to join you. This is the most appealing thing about your organization for me.

b) **Choose the best answer from the given options. [5]**

1. Which type of interview focuses on how the candidate would handle hypothetical situations on the job?
   a) Behavioral interview
   b) Working interview
   c) Situational interview
   d) Stress interview
2. What is the purpose of a working interview?
   a) To evaluate the candidate's fit within the company culture and goals
   b) To observe how candidates, interact in a group setting
   c) To assess the candidate's technical skills by performing a job-related activity
   d) To subject the candidate to long periods of stress and criticism
3. How should candidates prepare for a behavioral interview?
   a) By providing "canned (copied from a source and memorized)" responses to generic questions
   b) By reviewing their work or college experiences and preparing specific examples

    c) By studying hypothetical situations related to the job

    d) By focusing solely on their past accomplishments

5. What should a candidate do during a stress interview?
    a) Respond immediately without collecting their thoughts
    b) Become defensive and argumentative in response to hostile reactions
    c) Recognize what is happening and collect their thoughts before responding
    d) Reject the job offer if they encounter a stress interview

6. What can you do to learn more about the managers who will be interviewing you?
    a) Search LinkedIn for their profiles
    b) Ask your contact at the company for their names and titles
    c) Both A and B
    d) Neither A nor B

7. Why is it important to plan ahead for the interviewer's questions?
    a) To avoid answering personal questions
    b) To handle questions confidently and successfully
    c) To impress the interviewer with rehearsed responses
    d) To demonstrate your strengths and weaknesses

8. What strategy can be used to answer any question about your greatest weakness?
    a) Mention a skill you haven't had the opportunity to develop yet
    b) Discuss a past shortcoming you have corrected
    c) Both A and B
    d) Neither A nor B

9. How can you avoid using filler words during an interview?
    a) Practice speaking in a livelier style with more inflection and emphasis
    b) Pause silently for a moment instead of using fillers as you gather your thoughts
    c) Both A and B
    d) Neither A nor B

10. When asked if you have any questions during an interview, what should you do?
    a) Ask irrelevant questions to fill the conversation
    b) Avoid asking any questions and let the interviewer continue
    c) Probe for what the company is looking for in its new employees
    d) Ask personal questions about the interviewer

(Q5/CLO1)

a) Choose the best answer. [5]

1. Which of the following sentences demonstrates consideration?
    a. You should have paid more attention in class. It's your fault for not understanding the topic.
    b. I understand that everyone learns at their own pace. Let me know if you need any additional support or clarification.
    c. Your grades are terrible. You need to study harder and stop wasting time.
    d. I don't have time to explain this concept again. Just figure it out on your own.

2. Which of the following behaviors demonstrates courtesy in written communication?
    a) Using excessive capitalization and exclamation marks to emphasize a point.
    b) Responding promptly and acknowledging receipt of messages.
    c) Ignoring emails or messages that are not relevant to one's own interests.

d) Using abbreviations and informal language in professional emails.
3. Why is courtesy important in communication?
   a) It allows individuals to dominate conversations and assert authority.
   b) It helps to maintain positive relationships and foster a respectful environment.
   c) It creates opportunities for conflict and misunderstandings.
   d) It is an outdated concept and no longer relevant in modern communication.
4. You are working on a group project, and a team member is struggling to meet deadlines. How can you exhibit courtesy in this situation?
   a) Publicly shame and criticize the team member for their lack of efficiency.
   b) Offer support and assistance to help the team member overcome their challenges.
   c) Exclude the team member from further project discussions and decision-making.
   d) Take over the entire project to ensure it is completed on time.
5. You are attending a team meeting where a colleague is presenting their ideas. How can you demonstrate courtesy in this situation?
   a) Interrupt and share your own ideas to assert your authority.
   b) Listen attentively and provide constructive feedback after the presentation.
   c) Disregard their presentation as irrelevant to your own work.
   d) Criticize their ideas openly without offering any suggestions.

b) Write "V" for vague and "C" for concrete words/expressions. [6]

i.	Hike	vii. Excellent
ii.	Morning	viii. 12 centimeters
iii.	Huge	ix. 13:00 hours
iv.	Think	x. Long
v.	60% of the employees	xi. Meditate
vi.	Execute	xii. A substantial majority of the candidates

c) **Rewrite the following sentences, using the fewest words necessary to accurately convey the idea that each sentence contains. [4]**
1. Modern and up-to-date equipment will be used.
2. In my opinion, I think the plan is sound.
3. By acting now, we can finish sooner than if we wait until a later date.
4. The department budget can be observed to be decreasing each year.

--The End--