

Section D Writing (40%)

Task 1 (20%)

Direction: Please read the following scenario. Suppose you are Bob and write an email to Tasha Williams, stating your case.

Bob Ward, an account manager at HomeCare Health Equipment, has not received the raise that he thinks he deserves. When Bob met with his boss, Tasha Williams, last Thursday for his annual evaluation, she told him that he had missed too many days of work (eight days during the year). He was unwilling to work beyond his 40-hour work week to complete rush jobs, and had not attended two mandatory training sessions on the company's new computerized inventory system. Bob agrees that he missed the training sessions, but he was out of town on a job-related assignment for one of those sessions. He missed eight days of work, but he was allowed five days of sick leave as part of his contract. The other three days missed were due to his having to stay home to take care of his children when they were sick. He believed that these absences were covered by the company's parental leave policy. Finally, he does not agree that employees should be required to work beyond their contractual 40 hours.

Task 2 (20%)

Direction: This is a part of "work experience" of a resume. Please rewrite it for the resume to be more convincing and impressive.

McConnel Oil Change, Beauxdroit, LA

- Trained employees
- Cut expenses
- Exceeded sales expectations
- Developed a user manual

东南大学考试卷 (A 卷)

课程名称 研究生学位英语 考试学期 18-19-秋 得分
适用专业 考试形式 闭卷 考试时间 90 分钟

ATTENTION: All answers on the Answer Sheet!

Part I International Conference (20%)

Section A (10%)

Directions: In this section, there are four choices for each item. Select **ONE** to complete the blank or answer the question.

- A presenter is supposed to do the following in an introduction **except** _____.
A. providing an outline
B. capturing the audience's attention
☒ C. thanking audience for their time
D. establishing credibility
- Papers published in a well-known conference are usually called:
A. procedures
☒ B. proceedings
C. programs
D. processes
- Which of the following could be used as a conclusion **except** ____?
A. a summary
B. a restated purpose
C. an invitation to questions
☒ D. an example
- In which of the following sessions are research findings mainly presented in print?
A. Keynote session.
B. Poster session.
C. Oral session.
D. Discussion session.
- What **is signposting** in a presentation?
A. Words or phrases that signal different parts of the presentation.
B. Words or phrases that fill time in presentations when a speaker has extra time.
C. Photos in a presentation.
D. The title of a presentation.

Section B (10%)

Directions: In this section, there are **ten** statements about how to give an effective presentation. Decide whether it is **true (choose A)** or **false (choose B)** for each statement.

- An opening speech is a prelude to the conference, setting the keynote of the conference and telling the participants about the conference. ✓
- A good speaker introduction should serve the purpose of building up the credibility of the speaker. ✓
- An effective presenter should be able to put as much information as possible on each poster or slide. ✗
- It is considered as inappropriate for a presenter to pause after each main point. ✗
- In a Q&A session, it is customary for the chair or the host to ask the first question. ✗
- It is not appropriate for a presenter to read from a script, so he or she needs to read all the information on the poster or slide. ✗
- The presenter should speak at the same speed and pitch all the time. ✗
- You need to prioritize your research and structure your oral presentation around it. ✓
- It is not important to leave the audience with a clear summary of everything you have just covered. ✗
- It is always appropriate for a presenter to use color and sound to liven up his/her PowerPoint slides. ✗

Part II Technical Communication (80%)

Section A Knowledge Confirmation (20%)

Directions: In this section, you will see **10** questions or statements on document writing. For each of them you must select **ONE** from the 4 choices as the best answer.

- Readers of INSTRUCTIONS want a step-by-step guide to help them _____ the process.
A. understand
B. observe
C. investigate
☒ D. perform

自觉遵守考场纪律

如考试作弊 此答卷无效

姓名

班级

学号

17. The DIAGONAL type of communication happens when memos are exchanged between _____.

- A. the President and the Vice President of a certain division
- B. Vice Presidents of different divisions of an organization
- C. Presidents of two divisions of different organizations
- D. a Vice President and an engineer of different divisions

18. The FOUR tips on the PROFESSIONAL APPEARANCE of résumés are:

- A. generous margins, clear type, balance and clear observation
- B. gorgeous margins, clear style, blankness and clear operation
- C. generous margins, clear type, balance and clear organization
- D. generous matches, clear style, blankness and clear orientation

19. Which of the following operations DISAGREES with the netiquette for writing emails?

- A. Stick to business.
- B. Use appropriate formality.
- C. Avoid moderation.
- D. Don't flame.

20. Compared to A USER MANUAL, a set of INSTRUCTIONS may

- A. be typically limited in its subject.
- B. discuss the use of tools like laptops.
- C. have a more elaborate title page.
- D. include a list of safety regulations.

21. On MEMOS which of the following statements is NOT true?

- A. Memos are correspondence written to colleagues within a company.
- B. The delivery time is determined by a company's in-house mail procedure.
- C. Memos are written in moderately formal tones.
- D. Memos are usually limited to one copy of text.

22. A functional résumé emphasizes _____.

- A. education and work experience
- B. individual fields of competence
- C. the most recent employment
- D. separate career-related history

23. BC in an email stands for _____.

- A. blink color
- B. blind cover
- C. blind copy
- D. blink copy

24. All of the following descriptions about the CLEAR, ATTRACTIVE PAGE DESIGNS for INSTRUCTIONS are true except _____.

- A. appropriate amount of information
- B. effective use of white space
- C. large amounts of descriptive graphics
- D. horizontal rules separating the steps

25. The four common kinds of MISLEADING TECHNICAL COMMUNICATION are _____.

- A. False impressions, exaggerations, logistical constructions and euphemisms
- B. False implications, exaggerations, legalistic constructions and euphemisms
- C. Failure implications, exaggerations, legitimate constructions and euphemisms
- D. Facial implications, exaggerations, legalized constructions and euphemisms.

Section B Error Spotting (10%)

Directions: In this section, there are 5 samples of technical writing. In each sample, there are 4 underlined parts, among which ONE is incorrect in terms of effective technical communication. Decide which is the incorrect one and mark the corresponding letter on your answer sheet.

26. A Résumé Sample

Skills and Abilities

Laboratory Skills

- (A) Analyzed data with all PC types. Wrote programs in every language.
- (B) Acquired 12 credits in biology and chemistry labs.

Communication Skills

- Wrote a user's guide for an instructional computing package.
- (C) Trained and consulted with 52 scientists and delivered 36 in-house briefings.

Management Skills

- (D) Managed 12-person office in \$1.2 million company.

27. An Instruction Sample

- (A) Inserting a digital card

- (B) **CAUTION:** To avoid damaging the digital card or the Slate, do not insert any type of adapter into the SD Card Reader.

(C) **CAUTION:** To prevent damage to the digital card connectors, use minimal force to insert a digital card.

(D) **Note:** THE SD CARD READER IS LOCATED ON THE LEFT EDGE OF THE SLATE.

28. A Sample Memo

To: ...
From: ...
Subject: ...
Date: December 12, 2018

The purpose of this memo is ...

Summary

...

Discussion

...

Recommendation

So all of you, Ann, Pete, Jane and Susan have to attend a meeting at 2 pm today in Conference Room 201. Please read this memo closely and each of you must think of a better play of your role in the first quarter of the coming 2019. Work on the following tasks and have your thinking results ready for the meeting.

Action Items

- (A) Pete: go over the statistics of sales last quarter.
(B) Ann: it is advised that you readjust human resources.
(C) Jane: review the project management strategies.
(D) Susan: prepare a revised sales plan for next quarter.

...

29. Samples of the Subject Line of a Memo

- (A) Subject: Salary Increase for 3 New Supervisors.
(B) Subject: Cancellation of Training Plan No. 2019-1
(C) Subject: Rescheduling for 23rd Union Conference
(D) Subject: Request on the Emergency of Equipment

30. A Sample of Troubleshooting Guide

Problem	Cause	Correction
The mower does not start	1. (A) <u>The mower is out of gas.</u> 2. (B) <u>The gas is stale.</u>	(C) <u>Fill the gas tank. Drain the tank and refill it with fresh gas.</u>
The mower loses power.	1. The grass is too high 2. The air cleaner is dirty.	1. (D) <u>Set the mower to a "higher cut" position.</u> 2. Replace the air cleaner.

Section C Revision Strategy (10%)

Directions: In this section, there are 5 underlined errors of technical writing. For each error, there are 4 choices for revision strategies. Decide which is the **BEST** one.

31. A Memo Sample


To: Staff members of Marketing Department, International Magazines
From: Chris Dawkins, Marketing Manager, International Magazines
Subject: An Urgent Meeting on Sales Reduction
Date: December 12, 2018

One important purpose of this memo is notifying you of the unsatisfactory sales figures for PC Weekly last month. And Friday afternoon at 3 o'clock we will have a meeting for discussion and suggestions on ...

Revision strategies:

- A. concerned with the unsatisfactory sales figures for *PC Weekly* last month.
B. to notify you of the unsatisfactory sales figures for *PC Weekly* last month.
C. informing you of the unsatisfactory sales figures for *PC Weekly* last month.
D. circulating the unsatisfactory sales figures for *PC Weekly* last month.

32. Planning for Safety in case of HIGH VOLTAGE

Signal Word	Example
	<u>Danger: High voltage could cause serious injuries or even death to you, so you must make sure you never get near this area or touch anything because there could be found extremely high voltage here. Please stand back.</u>

Revision strategies:

- A. WARNING: to prevent SERIOUS INJURIES or DEATH because of high voltage, you must make sure you never get near this area or touch anything.
- B. Caution: Do not enter this area or touch anything; high voltage could damage or destroy life.
- C. DANGER: EXTREMELY HIGH VOLTAGE. STAND BACK.
- D. Note: THERE ARE TWO KINDS OF DANGERS CAUSED BY HIGH VOLTAGE: INJURIES AND DEATH. SO ANIMALS AND HUMANS, PLEASE MAKE SURE YOU EXERCISE CAUTION AND KEEP AWAY FROM THIS AREA AND NEVER TOUCH ANYTHING WHEN YOU ENTER.

33. Misused formality level in email writing

Dear Director Harris,

Call us at 16916983765 and let's hope we can hang out more to take this damn good opportunity of ours!

Revision strategies:

- A. we can have more hanging training so that we do not lose the good opportunity.
- B. we can have more conversations on the phone so as to find a better opportunity.
- C. we can have more upgrading so that we never neglect this wonderful opportunity.
- D. we can have more friendly cooperation to make use of this precious opportunity.

34. A Résumé Sample

Career Objective

Getting involved in a challenging job to prove my innovative skills and diligent work

Revision strategies:

- A. To be involved in providing trouble solutions to ensure necessary security
- B. To be involved in providing software solutions to enhance network security
- C. To be involved in providing emergency solutions to enhance neutral safety
- D. To be involved in providing sophisticated solutions to ensure new stability

35. Elaboration for the user manual of Philips Sonicare Toothbrush Elite+ Series



Brushing instructions

Wet the bristles and apply a small amount of toothpaste before placing the toothbrush bristles against the teeth at a slight angle (45 degrees) and pressing firmly to make the bristles reach the gumline or slightly beneath the gumline and then press the power on/off button to turn on the Philips Sonicare toothbrush.

Note: Keep the center of the brush in contact with teeth at all times.

Revision strategies:

- A.
 - 1. Wet the bristles and apply a small amount of toothpaste before placing the toothbrush bristles against the teeth at a slight angle (45 degrees).
 - 2. Press firmly to make the bristles reach the gumline or slightly beneath the gumline and then press the power on/off button to turn on the Philips Sonicare toothbrush.
- B.
 - 1. Wet the bristles and apply a small amount of toothpaste before placing the toothbrush bristles against the teeth at a slight angle (45 degrees), pressing firmly to make the bristles reach the gumline or slightly beneath the gumline.
 - 2. Press the power on/off button to turn on the Philips Sonicare toothbrush.
- C.
 - 1. Wet the bristles and apply a small amount of toothpaste and place the toothbrush bristles against the teeth at a slight angle (45 degrees).
 - 2. Press the power on/off button to turn on the Philips Sonicare toothbrush after pressing firmly to make the bristles reach the gumline or slightly beneath the gumline.
- D.
 - 1. Wet the bristles and apply a small amount of toothpaste.
 - 2. Place the toothbrush bristles against the teeth at a slight angle (45 degrees), pressing firmly to make the bristles reach the gumline or slightly beneath the gumline.
 - 3. Press the power on/off button to turn on the Philips Sonicare toothbrush.