Fast**National University of Computer & Emerging Sciences, Karachi  
Spring 2022, CS-Department  
Mid-Term II  
19th April, 2022; 10 am to 11 am**

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| **Course Code: SS1008** | **Course Name: Communication and Presentation Skills** | |
| **Instructor Name: Sameera Sultan, Faiza Mumtaz, Madiha Rehman, Sabeen Amjad, Hubra Razi, & Khadija Shereen** | | |
| **Student Roll No:** | | **Section No:** |

**Instructions:**

* **Return the question paper. Answer all the questions in the answer copy.**
* **Write only the answers in your answer copy after putting the correct question number.**
* **The paper has 2 pages and 2 questions.**

**Time: 60 minutes Max Marks: 33**

**Q1**

1. **The following statements are vague and imprecise. Make them concrete using the strategies taught in the course. [5]**
2. The local travel agency offers economical packages for seven-day Alaskan cruises. 0.5+0.5
3. Most of the students scored very high on their final exam. 0.25+0.25+0.5
4. This smartphone has more applications than customers can imagine.0.5+0.5
5. We are making good progress on the project.0.5+0.5
6. The actor has won several awards.0.5+0.5
7. **Look at the words/phrases below. Which of the following words/phrases are concrete and which of them are vague/general? Please write the answers in your answer copy. [5]**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Later | 1. Staff member | 1. Examine | 1. Infrequent | 1. Teachers |
| 1. Teenager | 1. Recommend | 1. Talk | 1. At 8:80 pm | 1. Ink pen |

Concrete------examine, teachers, teenagers,recommend, at 8:30, ink pen

Vague--------later, staff member, infrequent, talk

1. **Write “I” for irritating and hurtful expressions/words. Write “C” for more thoughtful and courteous expressions/words. Write the answers in your answer copy. [5]**

|  |  |
| --- | --- |
| 1. Neglect 2. Craftsman 3. Deny 4. Customer service assistant 5. Cultured | 1. Kindly 2. Failed 3. Attentive 4. I would be delighted to… 5. Manpower |

Irritating--------neglect,deny,failed,manpower

Thoughtful------craftsman,customer service assistant,cultured,kindly,attentively,I would be delighted to

1. **Rewrite all the following statements by making them more courteous and considerate. Use the strategies discussed in the course. [5]**
2. We will prepare complimentary snacks for the attendees.

Attendees will receive complimentary snacks.

1. We may not be able to offer you credit if your account is not paid in full by June 25.

To receive credit, please make sure your account is paid in full by June 25. (Pay your account in full by June 25 to get credit).

1. After September 15, I will drop all students who have not signed and returned their Ethical Consideration Form.

Students must sign and return their ethical consideration form by September 15.

1. I have zero tolerance for members who come late to the meeting.

Please be on time in the meeting. (Your punctuality in the meeting is highly desirable)

1. We will provide free event shirts for volunteers to wear at the race.

The volunteers will receive free event shirts.

1. **Make the following statements concise by using the techniques discussed in the course. [5]**
2. Dr. Parker made a contribution of $500 to St. Jude’s Hospital for Children.

Dr. Parker contributed $500 to St. Jude’s Hospital for Children.

1. During the time that you were in Japan, which cities did you visit?

Which cities did you visit in Japan? When in Japan, which cities did you visit?

1. For each and every book you purchase, you will receive a free bookmark.

For each book you purchase, you will receive a free bookmark.

1. The course had several necessary requirements.

The course has several requirements.

1. Career growth was an important factor in why I decided to join.

I joined for career growth.

**Q2**

**Read the case study below and answer the questions that follow. Provide brief one line answers only. [8]**

Tahir joins a university to study Computer Engineering. He is a hardworking student. He finds it difficult to manage his workload and cannot find enough time to sleep or rest. After two months into the semester, he feels that he is unable to fully concentrate in the class. In one of his classes, he was listening carefully and taking notes. Suddenly, the teacher named Mr. Khan started telling about his experiences as a university student to relax the class. Tahir was amazed to find that his teacher faced the same time management difficulties as he is facing. When the teacher resumed the lecture, Tahir started to make efforts to refocus, but he found himself anxious and thinking about the two major assignments he has to finish at night. He missed some important details from the lecture and was worried at the end of the class.

Tahir made a study group with three other students. One named Asim offered to join Tahir’s group, but Tahir did not let Asim join because Asim had long hair and wore rings. Tahir thought Asim would not be a serious student. When Asim tried to convince Tahir, Tahir flatly replied that his group is meant for very serious students. However, Asim scored the highest marks in the mid and this shocked Tahir as he could not understand how a student such as Asim could manage to be serious about studies and yet break societal norms.

Tahir started facing difficulties in a course titled “Introduction to Engineering” and so decided to meet the teacher in person for some guidance. Tahir went to the teacher’s office and showed him all his notes to prove that he is a very attentive student and notes down everything the teacher says in the class. To this, the teacher said that Tahir needs to focus more on the gist of the message and avoid jotting down everything as in doing so Tahir is missing important take aways from the lecture. Tahir could not understand what the teacher meant and decided that he will take help from a senior student.

1. **What kind of listening difficulties was Tahir facing in the latter part of Mr. Khan’s class? [1]** distraction, inability to focus
2. **What listening behavior causes problems for Tahir in the Introduction to Engineering Course? [1]** listening too hard and missing important underlying messages
3. **How does Tahir react to the Introduction to Engineering teacher’s advice? [1]** he fails to get the teacher’s point that he should be able to differentiate between details and main points
4. **Why do you think Tahir did not let Asim join Tahir’s study group? [1**] negatively impacted by the personality/, dressing
5. **What is the cause of Tahir’s poor listening when Asim tried to convince him? [1]** jumping to conclusion that his assessment of Asim is correct
6. **Give suggestions to Tahir to improve his listening in the following cases:** 
   1. **His problems with the “Introduction to Engineering” course (one suggestion) [1]**

**Focusing on important points and not getting lost in details**

* 1. **His response to Asim and Asim’s efforts to convince Tahir (2 suggestions) [2]**

Suspend judgment, don’t jump to conclusions, listen to the speaker first

**-----------------------------------------------------The End---------------------------------------------------**