Fast**National University of Computer & Emerging Sciences, Karachi  
Fall 2023, CS-Department  
Final Examination  
20th December, 2023; 9:00 to 11:00 am**

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| **Course Code: SS1008** | **Course Name: Communication and Presentation Skills** | |
| **Instructor Name: Sameera Sultan** | | |
| **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 3 pages and 4 questions.**

**Time: 2 hours Max Marks: 60**

**Q1(CLO4)**

1. **Read part of a discussion from a meeting at a telecommunications company, and answer the questions that following. [5]**

Mariusz: Item 2 on the agenda is an update on broadband installation for the sports stadium project. Roberto, can you give us an update?

Roberto: Yes, there is a problem. The main construction is behind schedule. They are still preparing the site, so we can’t do the work to install the broadband cables.

Mariusz: But we have workers at the site.

Roberto: That’s right. They are waiting to start work.

Jaden: But we are paying them to do nothing. I think the construction company should pay compensation.

Roberto: I don’t agree. Our contract is with the client not the construction company.

Mariusz: OK. Roberto, call the client and tell them the situation. I want an answer by the end of today.

Roberto: Sure. And what should I tell the workers at the site?

Jaden: How about moving them to work on my shopping mall project for a week?

Roberto: Good idea.

Mariusz: Yes, let’s do that.

**Questions:**

**1 Who is the chairperson at the meeting? Mariusz**

**2 What is item 2 on the agenda about? Update on broadband installation**

**3 Who is in charge of the sports stadium project? Roberto**

**4 What is the problem? Main construction is behinf schedule**

**5 What action does Mariusz want Roberto to take? Call the clients and tell them the situation**

1. **Given below are the minutes of this meeting. Complete the minutes from the meeting with the verbs given in the box. [5]**

|  |
| --- |
| thought asked told concluded explained disagreed |

1 Mariusz \_\_\_\_\_\_\_\_\_\_\_ Roberto for an update on the sports stadium project.

2 Roberto \_\_\_\_\_\_\_\_\_\_ that the project was late because of the main construction company. The men were waiting to do the work.

3 Jaden \_\_\_\_\_\_\_\_\_\_\_\_\_ that the construction company should pay compensation.

4 Roberto \_\_\_\_\_\_\_\_\_\_\_\_ , because the contract isn’t with the construction company.

5 Mariusz \_\_\_\_\_\_\_\_\_\_\_\_ Roberto to call the client and discuss the situation.

6 Everyone \_\_\_\_\_\_\_\_\_\_\_\_ that it was a good idea to move the workers to the shopping mall project for a week.

1. Asked
2. Explained
3. Thought
4. Disagreed
5. Told
6. concluded
7. **Following is a script of a short meeting. The meeting took place at Boardroom C from 9:00 am to 9:30 am. The agenda of the meeting is indicated below along with all the participants. Write the minutes report of this meeting following the format taught in the course. The report must contain all the items of a minutes report. [10]**

Chair: Welcome everyone. Let’s get down to business. So agenda item 1 is apologies.

Mr. Khan: Yes, Sir, Mr. Jamil could not attend the meeting as he had to visit our client’s head office to resolve some technical problems with the software we deployed last month.

Chair: Ok noted. Mr. Nasir, can you brief about agenda item 2, “Deployment of Software Application”.

Mr. Nasir: Sure Sir, as you know we had to install the software in our client’s company last week, we have completed the task. We developed this inventory management system for the company Zeloft. We have installed the software in their company. Hmmm, we have also conducted a tutorial for their staff. We gave a separate training session to their IT department for maintenance purpose.

Chair: How did the employees react to our software?

Mr. Nasir: Their employees were happy. They found our software user friendly and attractive.

Chair: Thank you, Mr. Nasir. And now we move to the last agenda item which is the casual leave policy.

Mr. Faiz: Sir, as you know most of the employees are unhappy with the new leave policy. Previously, we could avail 15 casual leaves and now we have only 10 leaves. We wanted you to request the higher authority to reconsider their new leave policy and revert back to the previous one.

Chair: I see. I agree with you. Mr. Khan, can you please write a letter of request to reconsider the new leave policy and add more casual leaves and email me the letter by Friday this week?

Mr. Khan: Sure Sir. Consider it done.

Chair: Ok. Let’s end the meeting. See you all next week.

**Meeting Type, Name**

**Date:**

**Time:**

**Venue**

**Participants:**

**Agenda:**

1. Xxxxxxxxxxxxxxxxxxxxxx
2. Xxxxxxxxxxxxxxxxxxxxxxxxxxx
3. Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

**Summary of Discussion**

**Agenda Item 1:** xxxxxxxxxxxxxxxxxxxxxxxxxx

Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

***Action Item:*** If any

**Agenda Item 2**:xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

***Decision:*** If any

**Agenda Item 3:** xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

The information must be summarized using formal language and indirect speech. Precise reporting verbs must be used.

**Q2(CLO1)**

1. **Re-write the following sentences making them more considerate and courteous. [5]**
2. I am pleased to inform you that we have approved your loan application.
3. Your report is not good.
4. We are offering a 10% discount on every purchase today.
5. Every person should submit his CNIC to the secretary by May 27, 2022.
6. You have failed to get the contract.

Your loan has been approved.

Please add more graphics in your report.

You will get a 10% discount on every purchase today.

Every person should submit his/her CNIC to the secretary by May 27, 2022.

Please try again next time.

1. **Re-write the following sentences making them more concrete. [5]**
2. The manager was late for the meeting.
3. We have spent a substantial amount of time on this project, but we still need more time to complete it.
4. Many students missed the exam due to the rains.
5. Due to insufficient staff, we could not install the software application on every computer.
6. The teacher gave the student negative feedback.

\*\*highlighted areas need to be specified.

1. **The following sentences are too wordy. Make them concise. You will be required to use a variety of strategies. [5]**
2. I have conducted an investigation to study the marketing strategies of all our competitors.
3. The report is an attempt to identify the causes behind the collapse of the bridge.
4. This manual of instructions was prepared to aid our dealers in being helpful to their customers.
5. It is the responsibility of our Production Department to see that it meets the requirements of our Sales Division.
6. In spite of the fact that it's a longer commute, I made the decision to take them up on the job they offered me.

I have investigated the marketing strategies of all our competitors.

The report identifies the causes behind the collapse of the bridge.

This manual was prepared for our dealers to help their customers.

Our Production Department must meet the requirements of our Sales Division.

Despite the longer commute, I decided to accept the job they offered me.

**Q3(CLO2)**

1. **Write appropriate responses for the following interview questions. [4]**
2. **Describe your most challenging academic project? Project title, aim, tools used must be explained**
3. **Why do you think you are the most suitable candidate for this internship position?**

**Highlight how your knowledge, skills, and abilities make you a good fit.**

1. **Match the definitions with their correct interview types. Choose the interview types given below. [6]**

**Behavioral interview /Working interview/Group interview/Unstructured interview/Screening interview/Situational interview**

1. An interview conducted to separate deserving candidates from the less proficient ones.screeing
2. An interview in which a candidate is given an imaginary situation and asked to explain how he/she will act in that scenario. situational
3. An interview in which an interview uses general themes or topics rather than fixed questions.unstructured
4. An interview in which a candidate is required to perform a task.working
5. An interview which requires the candidate to provide examples from his/her past academic or work history to demonstrate his/her suitability.behavioral
6. An interview in which a candidate participates in a group discussion with other candidates. Group interview

**Q4(CLO4)**

**Imagine that you work in the hospitality industry. You work in the IT department. Your boss has arranged a training session on the topic “Using Social Media in the Hospitality Industry”. You are required to attend this training session, but due to certain unexpected reasons, you cannot attend the session. Write a negative news business letter to your boss informing that you cannot attend the training session. Follow the Indirect approach and write all the formal components of the letter using the block format only. [10+5]**

**Block format (all elements of the letter should be left aligned)**

**The letter must have the following elements and structure.**

**Buffer**

**Logical reason**

**Negative news**

**Damage control**

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