

HIT, Lucknow

Question Paper 2024-25

Semester- I End Term Examination

Professional Communication

Total Marks- 70

Q1. As the Secretary of the Students Club of your institution, you bought a boAt music system from the Pallasio Mall. You discovered that it has groove damage. The dealer promptly replaced it, but the replacement contains identical defects. Write a business letter to the manufacturing company asking for its replacement. Invent the necessary details and follow the business letter structure discussed in the class

(20 Marks)

Q2. The introductory sentence to the Cedar Street Hotel's new "Open-Communications Policy," issued with great fanfare by the human resources department, seemed crystal clear: "We value the opinions of all of our employees, all of the time!" The policy stressed that the hotel's managers knew that employees often had great ideas about improving work processes, pleasing guests, and reducing costs without reducing quality. The policy invited employees to share their ideas with their supervisor during performance appraisals; it also encouraged employees to use the new suggestion boxes placed around the hotel. But the policy also emphasized that improvement ideas would be welcomed at any time by anyone on the hotel's management team. To further encourage communication, the HR department announced that from now on, all the hotel's managers and supervisors would have an "open door" policy. "We want to hear from you!" the policy declared. The policy memo ended by promising that employees would be paid a financial bonus for any improvement ideas that were implemented. Susan was a new employee in the hotel's housekeeping department; she had been in her position for a little less than a month. She liked the new policy immediately. "I'm glad I took this job; this is a good place to work!" she thought as she put the memo down. She was on a lunch break in the employee dining room. The only other person in the room was Tiana, a supervisor in the hotel's laundry department, sitting alone at a different table and shuffling through some papers. Susan had spoken with Tiana many times before while stocking her cart at the beginning of her work shift. Susan went over to Tiana's table and, after they chatted briefly about how busy the hotel would be over the next few weeks, Susan said, "I was a housekeeper for three years at another hotel, and it had some great procedures to make sure clean guestroom linens were always ready when needed. Would you like to hear about some of my ideas?"

"Well, maybe some time, but not now," Tiana replied. "I'm trying to work through some budget changes. Besides, we have a 'chain of command' around here. Talk to your supervisor first. If she likes your ideas, she'll discuss them with me. Okay?" Tiana put her head down and went back to looking at her budget report, signalling that the conversation was over.

Questions:

A. What should Susan do in this situation? Should she communicate directly with her supervisor? Or should she find out another person to discuss with before approaching the supervisor? What would be the best professional communication approach here? (10 Marks)

B. Did Tianna listen to Susan? How important is active listening for Professionals working in the organization? (10 Marks)

C. What are the potential barriers to Listening skills and how could they be overcome? (10 Marks)

Q3. Assume that you are applying for a job in your dream company. Prepare a precise, informative and persuasive resume for the job. Do not write your name anywhere in the resume. Instead, you can use special characters and numeric figures to represent your name. (20 Marks)