

Seat No. _____

Enrollment No. _____

PARUL UNIVERSITY
FACULTY OF ENGINEERING AND TECHNOLOGY
CAREER DEVELOPMENT CELL
PIT/PIET
B.TECH. REGULAR 3rd SEM. PHASE EXAM 2024-25

Date: 22nd August 2024

Subject Code: 303193203

Subject: Professional Communication Skills

Time: 10.00 AM-12.00 PM

Total Marks: 50

Instructions:

1. Attempt all questions.
2. Write all the answers in the answer book.
3. Questions from Q1 to Q25 are MCQs and carry 1 mark each.
4. Question number 26 carries 10 marks, Q27 carries 08 marks, Q28 carries 07 marks
5. Make sure to maintain the chronology while writing the answers.

❖ CHOOSE THE CORRECT ANSWER:

1. An employee notices that their colleague often uses technical jargon while explaining procedures, leading to confusion among new team members. How should the employee advise their colleague to improve communication? [01]
A) Continue using technical jargon and provide written explanations later.
B) Use simpler language and analogies to explain procedures clearly.
C) Avoid speaking to new team members directly and let them learn through manuals.
D) Only communicate through emails to avoid misunderstandings.
2. The process of converting an idea into a message is known as: [01]
a) decoding b) encoding c) channelling d) receiving
3. During a team meeting, two colleagues are discussing a project in person, exchanging ideas and clarifying details through conversation and body language. What type of communication is this an example of? [01]
A) Written communication
B) Non-verbal communication
C) Face-to-face communication
D) Digital communication
4. A colleague frequently uses vocal fillers like "um" and "you know" during presentations. What impact might this have on their communication effectiveness? [01]
A) It may make them seem more confident
B) It could distract the audience and reduce clarity
C) It will likely make the message more persuasive
D) It will help them connect better with the audience
5. Which aspect of communication is concerned with physical appearance and attire? [01]
A) Verbal Communication
B) Non-verbal Communication
C) Written Communication
D) Digital Communication
6. What is the term used, when the receiver only pays attention to part of the message? [01]
A) Communication Selectivity
B) Channel Noise
C) Feedback Loop
D) Message Filtering
7. Kinesics refers to: [01]
A) The study of personal space
B) The study of touch
C) The study of body movements and physical behaviours
D) The study of vocal elements in speech
8. What does the term "proxemics" refer to? [01]
A) The use of gestures
B) The study of time in communication
C) The use of physical space in interactions
D) The study of facial expressions

9. Which of the following best describes the purpose of pauses in speech? [01]
 A) To fill gaps in conversation C) To emphasize points or give time for thought
 B) To show confidence D) To increase speech rate
10. What paralinguistic element describes the highness or lowness of a person's voice? [01]
 A) Tone B) Pitch C) Volume D) Speech Rate
11. Which of the following best describes the "Achievable" aspect of a SMART goal? [01]
 A) The goal should be challenging and impossible C) The goal should be open-ended and vague
 B) The goal should be realistic and attainable D) The goal should be easily accomplished without effort
12. A manager wants to improve their team's focus and motivation. What action should they take? [01]
 A) Allocate resources efficiently C) Evaluate job performance
 B) Set clear goals D) Limit responsibilities
13. Which of the following is NOT a benefit of writing formal letters? [01]
 A) Building trust and credibility C) Providing documentation of communication
 B) Enhancing casual communication D) Demonstrating professionalism
14. Why are appreciation letters important in the workplace? [01]
 A) They reduce the need for verbal communication C) They boost employee morale and motivation
 B) They document conflicts for future reference D) They outline responsibilities in a project
15. Which of the following is a key element in the structure of a formal letter? [01]
 A) Informal greeting B) Body C) Postscript (P.S.) D) Sender's nickname
16. The _____ thread was thrown away. [01]
 A) naughty B) knotty C) notty D) notey
17. He is not coming this _____ because he is still feeling _____. [01]
 A) weak, week B) weak, weak C) week, weak D) week, week
18. Which of these means to omit? [01]
 a) accept b) except C) accept D) except
19. Which of these expresses distance? [01]
 A) farther B) father C) further D) ferther
20. I love the _____ of flowers. [01]
 A) sent B) cent C) scent D) send
21. What do the homonyms "lead" (to guide) and "lead" (metal) have in common? [01]
 A) They have the same meaning but different pronunciations. C) They are pronounced the same but have different meanings and spellings.
 B) They are spelled the same but have different meanings and pronunciations. D) They are spelled the same and have the same meaning.
22. Which of the following pairs are homonyms? [01]
 A) Bow (to bend) and bow (a ribbon) C) Right (correct) and wrong (incorrect)
 B) Bank (financial institution) and river (water body) D) Table (furniture) and chair (furniture)
23. Which of the following pairs are NOT homonyms? [01]
 A) Tire (to become fatigued) and tire (a wheel covering) C) Blue (colour) and blew (past tense of blow)
 B) Row (a line) and row (to propel a boat) D) Wind (moving air) and wind (to turn)
24. After working tirelessly all day on their science project, the students finally decided it was time to stop and go home. Which phrase best describes their decision? [01]
 A) Come in handy B) Call it a day C) Axe to grind D) Jumped bail

25. When Nina visited her grandmother, everyone was amazed at how much she looked like her grandmother in old family photos. What phrase best describes Nina's resemblance to her grandmother? [01]
- A) Hand in glove B) Spitting image C) Mum's the word D) Stand a chance

26. Write an email to a client apologizing for a delay in delivering a service or product. Include an explanation for the delay and outline the steps being taken to resolve the issue. Then, compose a reply from the client accepting or responding to the apology. [5+5] ✓

(Write 2 emails separately, one from the service provider and another from the client)

OR

Write an email to a project in charge asking for an extension on a project deadline. In the email, explain briefly why you need the extension. Then, write a response from the in charge granting the extension and providing a new deadline.

(Write 2 emails separately, one from the colleague seeking extension and another from the in charge granting a new deadline)

27. Riya, a third-semester B.Tech student, wants to improve her academic performance. She has set a goal to increase her GPA from 6.5 to 8.0 by the end of her second year. To achieve this, Riya plans to improve her study habits, attend additional tutorials, and seek help from professors and peers. [8] ✓

1. Identify two short-term and two long-term goals Riya should set to improve her academic performance. For each goal, explain why it is important for reaching her GPA target.
2. Describe a method Riya can use to monitor her progress toward her academic goals. How can she assess whether she is on track and make adjustments if needed?

OR

Amit, a third-semester B. Tech student, has decided to set a goal to secure an internship in a leading technology company by the end of his second year. He believes that this experience will help him gain practical skills and improve his career prospects. To achieve this, Amit plans to work on his resume, prepare for interviews, and network with industry professionals.

1. List and explain three key steps Amit should take to achieve his goal of securing an internship. For each step, describe how it contributes to reaching his internship goal.
2. Propose a method for Amit to evaluate his progress toward securing the internship. How can he determine whether he is on track and make necessary adjustments?

28. You have just finished a successful project with a colleague who went above and beyond their responsibilities. Write an appreciation letter to your colleague expressing your gratitude for their hard work and highlighting specific contributions that made a significant difference to the project's success. [7] ✓

OR

You have recently received a package from a client containing important documents related to a new project. Write an acknowledgment letter to the client confirming the receipt of the package and briefly mention that you will review the documents and get back to them soon.