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| Course Code: SS108 | Course Name: Technical & Business Writing |
| Instructor Name: Ms Nazia Imam & Ms Sameera Sultan | |
| Student Roll No: | Section No: |

Instructions:

- Return the question paper.
- Read each question completely before answering it.
- Marks for each question are indicated in square brackets.
- In case of any ambiguity, you may make assumption. But your assumption should not contradict any statement in the question paper.

Time: 1 hour

Max Marks: 40 points

Question # 1

Imagine that ABS university has purchased a Student Information System titled Violet from the software house, Ten Diamonds. Violent starts malfunctioning and the IT department at the university tries their level best to resolve the issue, but fails. Thus, the IT manager of ABS University writes an application to the software house, Ten Diamonds to assist in troubleshooting. The application is given below. It is not written according to the norms of professional communication as it lacks clarity and precision. Revise it by inventing needed details. [10]

Sir/Madam:

Our university purchased a student information system form your software hours some time ago. It worked very well, but since last week, it started malfunctioning. We think that this may be because we have added a large number of students recently. The users are facing various issues and our work is affected adversely. We tried to fix the problems by working for several hours and implementing various solutions, but to no effect. Kindly send a team to our university to resolve the issues.

Regards

Question # II

Do as directed.

a) Fix the unclear pronoun references. [5]

1. Take the radio out of the car and fix it.
2. If people do not purchase all the items on sale, pack them away until the next sale.
3. The supervisors told the workers that they would receive a bonus.
4. Although the engineer was talented he made poor use of it.
5. Meg emailed her boss to explain why she had not attended the meeting on the before, this made him very angry.

b) Rewrite the following paragraph using an objective and impersonal style. [2]

From my understanding of the article, capital punishment may not be beneficial because it is inhumane. I feel that societies should provide a better solution to citizens than putting their criminals to death. My essay will demonstrate that capital punishment should be abolished and I will provide three supporting reasons.

c) Eliminate redundancy and wordiness in the following sentences to make them concise. [3]

1. I was not facilitated in reading the comments that she had written in my paper because of the hand-writing that was illegible and therefore could not be read.
2. Due to the fact that some of the guests that we invited to the meeting have not yet arrived at this time, we will be delaying the start of the meeting till 7:30 p.m., at which time the meeting will commence.
3. It is my objective to utilize more fully and satisfactorily both my university educational experience and my skills as an editor, preferably in a full-time employment position with your firm.

Question # III

Write instructions for both the following tasks assuming your readers to be "Beginners". [20]

1. **Getting Whatsapp on your cell phone**
2. **Sending pictures/videos through Wattsapp**

BEST OF LUCK!