

## POKHARA UNIVERSITY

Level: Bachelor

Semester – Spring

Year: 2020

Program: BE

Full Marks: 70

Course: Communication Technique

Pass Marks: 31.5

Time: 2 hrs.

*Candidates are required to answer in their own words as far as practicable. The figures in the margin indicate full marks.*

**Attempt all the questions.**

### Group - A: (5×10=50)

- Q. N. 1    a) Imagine that with the onset of new budget announced for this year 2021, the Government has sensibly done the increment of salary for all the Govt. workers who receive their payment on monthly basis. Now you are a manager in an organization and officially decided to increase payment for your employees with the average of same percentage. Now write memoranda to all department employees informing their increment of their salary the way they feel excited and get encouraged to work further. 6
- b) As a Class Representative (CR), write a notice to all the students that there will be an online examination for this semester end only due to the second wave of the pandemic 4
- Q. N. 2    Prepare your neat sketch of CV/Resume for the post of an Engineer. 10
- OR
- Write the collection letter of the third stage- Last Resort Letter. Assume that the one who took the credit from your bank has not paid any amount for the six months past due.
- Q. N. 3    Write a technical description of a product, how it functions operationally, on any of the followings: 10
- (Use: Introduction, Utility, Process with spares & parts and Conclusion)
- i. LED TV
- ii. Cellphone
- iii. Computer
- Q. N. 4    a) Write a letter of inquiry to the manager of Hotel Tukuche, Pokhara to book a conference hall for a couple of days. You've the information that Mr. Binod Chaudhary, a business tycoon is coming to hold a- two - day workshop on entrepreneurship. 6
- b) Prepare a short report, in about two paragraphs, on the flood victims of Melamchi, Sindhupalchowk based on social media news observation. 4
- Q. N. 5    Answer any two of the following questions: 2×5
- a. Narrate the story- A Story of an Hour.
- b. How does the essayist define the concept of beauty? What is your opinion of it?
- c. How do you lay the foundation of the road as an Engineer? Write in details.
- d. What are the various disadvantages of science according to the writer in the essay- The Use and Misuse of Science.

**Group - B: (1×20=20)**

**Q. N. 6 Read the following case and answer the questions given below:**

Linda Sims is the manager of the accounting department and Jose Martinez is the manager of the sales department for a production company. This is the fast growing firm, and the staff of the accounting department (11 employees) is often overwhelmed with work.

Since the accounting department is located immediately next to the credit department, Ruth Rankin, the administrative assistant in credit sometimes works on journal entries assigned to her by Sims.

The company has experienced especially rapid growth over the past six months, which has caused everyone to be busier than usual. With the increase in sales volume, the credit office is under pressure to process applications more quickly, and Rankin is available to help Sims out with accounting overflow less often.

Sims complains to Martinez that she needs Rankin to work in accounting more than he needs her in credit. Martinez's response is 'If I can't move the credit applications through the pipeline in a timely manner, soon there will be no need for an accounting department because this company will be out of business.'

**Questions**

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|--|---|
| a. What is the cause of this conflict?   | 3 |
| b. Write a problem statement for this situation.                                     | 3 |
| c. If you were Sims how would you approach Martinez in this situation?               | 3 |
| d. What style did Sims initially use?  | 3 |
| e. What could Sims do to gain Martinez's cooperation rather than make him defensive? | 3 |
| f. Write the summary of the case in a short paragraph.                               | 5 |