



**UNIVERSITY COLLEGE TATI (UCTATI)**

**FINAL EXAMINATION QUESTION BOOKLET**

COURSE CODE : DGE 2222

COURSE : TECHNICAL ENGLISH III

SEMESTER/SESSION : 1-2024/2025

DURATION : 2 HOURS

**Instructions:**

1. This question booklet contains 3 sections. Answer all questions.
2. All answers should be written in the answer booklet.
3. Write legibly and draw sketcher wherever required.
4. If in doubt, raise your hands and ask the invigilator

**DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO**

**THIS BOOKLET CONTAINS 9 PRINTED PAGES INCLUDING COVER PAGE**

**SECTION A – READING COMPREHENSION (20 MARKS)**

*Answer all question. Questions 1 to 7 are based on the following passage.*

**Public Speaking Worries – Handling Questions & Answers**

By Rick Highsmith

- I One expectation frightens people preparing for a public presentation above all others. The fear is, "Even if I master the material someone will ask me a question and I will look stupid." Here is everything you need to know about handling Q&A. Keep these tips in mind and you can check that fear off your list.
- II 1. **Questions are your Friends.** When giving a presentation It is extremely important to know what your audience is thinking. If you aren't getting any feedback from them while you are talking, you have no idea how the information is being received. Questions let you know if you are moving too fast or conversely too slowly. A question informs you if you are clearly expressing your ideas. Rather than avoiding questions, try seeking them. 5 10
- III 2. **Body Language.** There are two actions you can take to encourage questions. The first is physical. Stand still and raise your hand (like you had to do in elementary school). Secondly ask, "What are you questions?" The appropriate **verbiage** is "what," not "are there any" questions? The first implies you know the audience has questions and simply asks them to 15 express them. The second calls in to doubt whether any questions exist.
- IV 3. **Prime the Pump.** It may surprise you to learn that people are hesitant to ask questions. The audience members do not want to appear "dumb" by asking an inappropriate question. You can help **them** get started by asking 20 yourself a question and then answering it. You might say, "At this point I am often asked why...?" You then answer your own question. Next you say to the group, "Who has the next question?" This technique makes it easier for people in the audience to ask their questions.
- V 4. **I Don't Know, But.** When (not if) you are asked a question you don't know 25 the answer to, simply, honestly reply – "I don't know." This is always the correct response when asked for information you do not have. Remember that fear of looking stupid, I mentioned at the beginning of this article? The absolute best way to look stupid is to fake an answer. The important tag follows "I don't know" and that is "But I will find out and give the information 30

to you at (specific time)." At a press conference the President has to know the answer to every single question they are asked. He does not have the luxury you have of saying, "I don't know." You do have the ability and when expressed calmly you will appear articulate and professional.

- VI      5. **Hostile Questions.** Now that we've gotten this far I need to let you know sometimes people will try and make you look foolish with a question. The agenda in their question may not be readily *apparent* to you. When you sense hostility, here are two things you can do. First Do not respond in kind. When you are verbally attacked you must never retaliate. Since I mentioned elementary school in Tip 2, let's go back to the playground at 35 recess. When two boys got in a tussle, what did the rest of the children do? On the playgrounds of my childhood everybody would step back. Someone might yell, "Fight!" But only the teachers would step in to break it up. If during your presentation someone "attacks," you must never allow it to seem like a fight. Do NOT drop the discussion to their level. Second 40 Remain calm and Bridge. Take a deep breath. If you need time repeat the question. Acknowledge any truth in the question and immediately bridge to talk about something positive. Let me give you an example. I have a product and I'm making a sales presentation to a potential client. Someone asks, "Didn't you lose the contract with XYZ company because of your 45 pathetic customer service?" Ouch! Here is the correct response, "Yes we did lose XYZ as a result of customer service issues. (acknowledge truth) As a result of examining why, we learned our customer service reps did not have access to important technical information. (Bridge) We invested \$\$\$ to upgrade our phone system and integrate informational 50 databases. Last year we received the J.D. Powers award for Outstanding Customer Service. 55

By practicing these tips you will learn the value of questions from your audience. Your skill as a public speaker will grow, along with your confidence.

*Adapted from The Leaders Institute*

1. According to the article, what expectation does public speaker fear the most?  
(2 marks)
2. According to the article, why are questions from the audience considered beneficial during a presentation?  
(2 marks)
3. Provide the **TWO (2)** ways a public speaker can use to encourage the audience to ask questions during the presentation?  
(4 marks)
4. In your own word, how should a speaker react to questions that he does not have the answer?  
(2 marks)
5. In your own word, explain the steps you can take to handle hostile questions.  
(2 marks)
6. Why is it important not to fake an answer when you do not know the response to a question?  
(2 marks)
7. 'them' (line 20) refers to  
(2 marks)
8. Guess the meaning of the following words from the text
  - i. Verbiage (line 14)  
(2 marks)
  - ii. Apparent (line 37)  
(2 marks)

**SECTION B – SHORT ANSWERS (40 MARKS)***Answer all questions*

1. In your own word, define the following types of speeches
  - i. Ceremonial speech (2 marks)
  - ii. Informative speech. (2 marks)
  - iii. Persuasive Speech (2 marks)
2. Delivery is how a message is communicated orally and visually through your use of voice and body. Effective delivery is both conversational and animated. In your own understanding explain how to make the presentation conversational and animated. You may want to provide example.
  - i. Conversational Delivery (2 marks)
  - ii. Animated Delivery (2 mark)
3. In your own opinion, explain **TWO (2)** importances of planning a presentation. (4 marks)
4. Identify the type of attention-getter used in the following speech introduction
  - i. "Everyone has heard the old saying "Time flies," but I never expected the truth to be so literal.  
Attention Getter: \_\_\_\_\_ (2 marks)
  - ii. "Of about 3 million youth that are injured every year playing sports or participating in recreational activities, only 25% are treated in hospital emergency rooms."  
Attention Getter: \_\_\_\_\_ (2 marks)
  - iii. Have you ever stayed up all night to study for an exam, only to sleep through your exam the next morning?  
Attention Getter: \_\_\_\_\_ (2 marks)

- iv. Some of my favorite childhood memories revolve around the time I spent helping my mother plant and tend a vegetable garden in our backyard. She let me help till the rows and plant the seeds. Going near okra plants made her itch, so she let me pick all of that myself.

Attention Getter: \_\_\_\_\_ (2 marks)

5. Research shows that bullets don't kill people but people kill people by having ineffective visual aid. List and explain the **THREE (3)** causes of ineffective visual aids.

(6 marks)

6. Identify and explain the **THREE (3)** problems that occurred in the following visual aid.

(6 marks)

### How to Make a Good Presentation?

**Creating a good presentation involves several key steps and considerations, from planning and organizing your content to designing visually appealing slides and delivering the presentation effectively. Here's a step-by-step guide on how to make a good presentation:**

- ❖ **Define Your Purpose and Audience**
  - Start by clearly defining the purpose of your presentation. What do you want to achieve with it? Who is your target audience? Understanding your objectives and audience will help shape your content and approach.
- ❖ **Research and Gather Information**
  - Conduct thorough research on your topic to ensure you have accurate and up-to-date information.
  - Organize your content logically, breaking it down into key points, & supporting details.
- ❖ **Create an Outline**
  - Develop an outline that outlines the structure of your presentation. Start with an introduction, followed by the main content, and conclude with a summary or call to action.
- ❖ **Design Engaging Slides**
  - Use a clean and consistent design for your slides. Choose a readable font and maintain a uniform color scheme.
  - Use visuals such as images, charts, and graphs to enhance understanding and engagement.
  - Limit the amount of text on each slide. Use bullet points or short rather than lengthy paragraphs.
- ❖ **Tell a Story**
  - Craft your presentation as a narrative that flows logically from one point to the next. This helps your audience follow along and stay engaged.
  - Use anecdotes, examples, and real-life stories to make your content relatable.
- ❖ **Practice and Rehearse:**
  - Practice your presentation multiple times to become familiar with the content and the flow.
  - Pay attention to your timing to ensure you stay within your allotted presentation time.
- ❖ **Engage Your Audience:**
  - Start with a compelling opening to grab your audience's attention.
  - Encourage interaction by asking questions, prompting discussion, or using polls and surveys if applicable.
  - Use eye contact and body language to connect with your audience.
- ❖ **Use Visual Aids Effectively**
  - Use slides as visual aids, not as a script. Avoid reading directly from your slides.
  - Use visuals to reinforce your key points and provide context.
- ❖ **Practice Good Delivery**
  - Speak clearly and at a moderate pace. Avoid speaking too fast or too softly.
  - Vary your tone and pace to keep your audience engaged.
  - Minimize the use of filler words like "um" and "uh."
- ❖ **Handle Questions and Feedback:**
  - Prepare for questions by anticipating what your audience might ask.
  - Be open to feedback and constructive criticism.
- ❖ **Summarize and Conclude**
  - End your presentation with a concise summary of the main points.
  - Conclude with a strong closing statement or call to action.
- ❖ **Gather Feedback**
  - After your presentation, seek feedback from your audience to identify areas for improvement.
- ❖ **Edit and Refine**
  - Review your presentation and make necessary revisions based on feedback and your own assessment.

7. Complete the following sentences with the correct transitional linkers

- i. \_\_\_\_\_ the invention of television, people probably spent more of their leisure time reading. (2 marks)

Transitional Linkers:	Nevertheless	Because	Before
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- ii. If you're having company for dinner, try to get as much done in advance as possible \_\_\_\_\_, set the table the day before. (2 marks)

Transitional Linkers :	For instance	In contrast	Similarly
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- iii. I could see Uthman's lips moving, but I had no idea what he was saying \_\_\_\_\_ his car stereo was on full blast. (2 marks)

Transitional Linkers :	For instance	In contrast	Similarly
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**SECTION C – WRITING (40 MARKS)**

*Answer all questions. Question 1 and 2 are based on the following situation.*

As a final year student of a diploma program, you are required to present a Persuasive Speech on the reasons students should pursue tertiary level of education. The speech is intended to be presented in front of form five students in an educational carnival program in SMK Kijal.

1. Write a speech outline for the presentation above. You may refer to the guidelines provided.

**Guidelines:**

1. The basis of your essay is to persuade.
2. Ensure your outline has a logical structure which include:
  - a) Topic
  - b) General Purpose
  - c) Specific Purpose
  - d) Introduction
    - i. Attention Grabber
    - ii. Thesis Statement
  - e) Main Ideas
  - f) Supporting Details
  - g) Conclusion
    - i. Restatement of the thesis statement
    - ii. Lasting impression
3. Provide **TWO (2)** main ideas for the speech.
4. Use clear and concise language, with proper grammar, spelling and punctuation.

(20 marks)

2. Based on the outline in Question 1, write an Introduction for the speech. You may refer to the guidelines provided.

Guidelines:

1. Ensure your outline has a logical structure which include:
  - a) Salutation
  - b) Self-introduction
  - c) Attention Grabber
  - d) Reveal Topic
  - e) Relevance Statement
  - f) Thesis Statement
2. Use clear and concise language, with proper grammar, spelling and punctuation.
3. Include transitional markers where necessary.

(20 marks)

-----END OF QUESTION-----

