

BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE, PILANI

I SEMESTER 2016-17

BITS F437: TECHNICAL COMMUNICATION (close book)

Comprehensive Examination

MM: 40	06 /12/2016	Duration: 3hrs
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Q1. What do you understand by communication networks. Explain both formal and informal networks in detail with examples from your Institute. **6**

Q2. What are four modes of professional presentation? Elaborate which mode is suitable in which situation? **6**

Q3. Revise these statements granting or refusing adjustments: **6**

(a) As we cannot help the recent cyclone, we are unwilling to accept return of the mattresses.

(b) It is not possible for us to accept your complaint. Please don't expect us to treat you as a special case.

(c) Since the delay due to the Petrol Pump strike was not our fault, we cannot be held responsible for the late consignment.

(d) As a special and one-off case, we can think of exchanging printer in order to retain you as a valued customer.

Q4. **Demonetization of old 500 & 1000 rupees notes "Is it a good move"?** If you are participant in the GD, give your opinion in around 300 words. **6**

Q5 Distinguish between the following pairs **10**

- a) Bibliography and References
- b) Preface and Acknowledgements
- c) Abstract and Summary
- d) Interpersonal and Extrapersonal Communication
- e) Proxemics and Haptics

Q6. Sanjukta Automobiles Pvt. Ltd. has decided to hire 12 Engineers this year. You being the HR Manager of the company along with other technical experts have been asked to conduct placement interviews in various leading engineering and technological institutions. Assuming that you are interviewing a bright final year engineering students, frame six questions which you would like to ask to test his/her attitude and team work. Provide appropriate answer for all those questions which you would expect from the candidate to get him/her selected. **6**
