

**003305**

**December 2024**

**B.Tech. III SEMESTER**

**EFFECTIVE TECHNICAL COMMUNICATION**

**(HSMC-01)**

Time : 3 Hours]

[Max. Marks : 75

*Instructions :*

1. *It is compulsory to answer all the questions (1.5 marks each) of Part-A in short.*
2. *Answer any four questions from Part-B in detail.*
3. *Different sub-parts of a question are to be attempted adjacent to each other.*

**PART-A**

1. (a) What do you understand by Localization? (1.5)
- (b) Public speaking. (1.5)
- (c) Rapid Reading. (1.5)
- (d) Brochure. (1.5)
- (e) What is Narrative discourse? (1.5)
- (f) Memorandum. (1.5)

- (g) Difference between 'Table of Contents' and 'Index'. (1.5)
- (h) What is collaborative writing? (1.5)
- (i) List *three* email etiquettes. (1.5)
- (j) What is the importance of note taking? (1.5)

### PART-B

2. (a) What is presentation? Explain the tips for making the presentation effective. (10)
- (b) How should we deal with difficult callers in a telephonic conversation? (5)
3. (a) Differentiate between Technical writing and Creative writing. (5)
- (b) Discuss the importance of goal-setting and enlist some tips to achieve. (10)
4. (a) Explain in detail the steps involved in Technical Writing Process. (10)
- (b) Briefly write about five different types of technical documents. (5)
5. (a) What are the ways to make a document well organized? (5)

(b) What are the various forms of discourses? Explain with example. (10)

6. Discuss in detail all the elements of a long report. Support your answer with an illustration. (15)

7. You are Samar/Sarika of ABC firm. Write a letter to XYZ firm, acknowledging the receipt of goods you had ordered and also raising a complaint about the damage caused in transit on account of bad packaging. Provide the detailed tableau of the order placed and the list of damaged goods received at your end. (15)

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