Eng201- Subjective questions

MIDTERM EXAMINATION
Spring 2010
ENG201- Business and Technical English Writing (Session - 3)

Question No: 11 (Marks: 2)
Describe briefly Storyteller's tour.

Answer: Page 49
Storytellers on Tour
Have students practice retelling folktales in their classroom. When students feel confident, teams of three or four students at a time can then take their tales to other classes for a storytelling concert. If older students are sent to the younger grades, ask the younger grades to thank the storytellers with drawings inspired by their stories

http://www.storyarts.org/lessonplans/lessonideas/index.html

Question No: 12 (Marks: 2)
What do you know about 'Adjustment Requests'?

Answer: Page 72

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Question No: 13 (Marks: 3)
Which format one should perceive while writing a report?

Answer: Page 78
Responsive format, style and organization: Before you write decide:
Whether to use a letter, memo, or manuscript format
Whether to group your ideas one way or another.
Whether to employ or an informal style.

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When making decisions about the format, style, organization of a report, consider its

- Origin
- Subject
- Timing
- Distribution
- Purpose
- Probable reception

Question No: 14 (Marks: 3)
What are Functional Words and which function they perform?

Answer: Page 56
Functional words include:
Conjunctions
Prepositions
Articles
Pronouns
Functional words express relationships among content words.

Question No: 15 (Marks: 5)
What is coherence and why is it important?

Answer: Page 37

In a coherent sentence the words are arranged so that the ideas clearly express the intended meaning. Place the correct modifier as close as possible to word it is supposed to modify. In the examples which follow, notice that 'unclear' sentence conveys the wrong meaning.
Example: Unclear
Being an excellent lawyer, I am sure that you can surely help us.
Clear
Being an excellent lawyer, you can surely help us.

Question No: 16 (Marks: 5)
What is the difference between Formal and Informal letter?

Answer: Page 41
Formal Writing
Formal writing is often associated with scholarly writing.
Examples
Doctoral dissertations, scholarly articles, top-level government agreements etc

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The style unconventional, usually impersonal, and contains long and involved sentences.

Informal Writing

This style of writing is more characteristic in business writing.
An example is the communications via E-mail, memos etc.

Question No: 17 (Marks: 5)
Write down the techniques that are used to get the reader's attention or interest.

Answer: Page 53
The Letter begins with questions to catch the reader's attention. The letter leads up to the main point by arousing the reader's interest. This section gives the reader a motive for complying with the request. The letter closes with an appeal.

MIDTERM EXAMINATION
Spring 2010
ENG201- Business and Technical English Writing (Session - 4)

Question No: 11 (Marks: 2)
What are the characteristics of a well organized message?

Answer: Page 51
The subject and purpose are clear. All information is related to the subject and purpose. The ideas are grouped and presented in a logical way. All necessary information is included.
Well organized messages are efficient
they only contain relevant information, so the audience does not waste time with
superfluous information

Question No: 12 (Marks: 2)
Have you ever heard the term Persuasive massage? Define it.

Answer: Page 76
The persuasive message influences the audience by informing them and aiding their understanding. Persuasive messages aim to influence audiences who are inclined to resist, so they depend heavily on strategic planning

Question No: 13 (Marks: 3)
What is AIDA?

Answer: Page 76
AIDA is a plan and it is the specialized version of persuasion
It has four phases:

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1. Attention
2. Interest
3. Desire
4. Action

Question No: 14 (Marks: 3)
What is a business letter? Enlist at least three types of business letter.

Answer: Page 63
Business letters are commonly either full-block formatted,
with every line starting at the left margin and usually a business letterhead at the top of the page, or modified-block formatted, with the heading and the closing aligned at the center of the page.
Types of Letters: The following are some of the most common types of letters written by people in technical fields.
• Job application letters
• Acceptance letters
• Transmittal letters
• Inquiry letters
• Technical-information letters
• Letters of recommendation

Question No: 16 (Marks: 5)

Give the guidelines for 'Positive Close in a bad news message'?

Answer: Page 75
Following are the Guideline for positive Close
1. Don't refer to or repeat the bad news.
2. Don't apologize for the decision or reveal any doubt that the reasons will be accepted.
3. Don't urge additional communication
4. Don't anticipate problems
5. Don't include clichés that are insincere in view of the bad news
6. Don't reveal any doubt that you will keep the person as a customer
7.

Question No: 17 (Marks: 5)
Write down FIVE advantages of using 'written medium' in business communication.

Answer: Page 49
Written medium is best when you don't need immediate feedback
Advantages of using "writing medium is:
1. You can Write a detailed and complex messages.
2. You can put a permanent record.

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3. You can reach an audience over large distance.
4. You can minimize the distortion when a message is passed from person to person.

MIDTERM EXAMINATION
Spring 2009
ENG201- Business and Technical English Writing (Session - 1)

Question No: 17 (Marks: 2)

What is the difference between cover letter and resume?

Answer:

Cover Letter

A cover letter accompanies a larger item, usually a document.
It provides the recipient with a specific context in which to place the larger document and simultaneously gives the sender a permanent record of having sent the material.

Resume

Resume objectives requires you to emphasize the points as major evidence that you are qualified for the job you seek. Most resumes are organized around applicant's experience.

Question No: 19 (Marks: 3)

What are the benefits of Completeness in messages?

Answer :(Page 31)

Benefits of Completeness:

• Complete messages are more likely to bring the desired results.
• They do a better job at building goodwill.
• Communication that seems inconsequential can become very important if information they contain is complete and effective.

Question No: 20 (Marks: 5)

What is meant by "concreteness"? Explain it with the help of examples.

Answer: Page 35

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Concreteness:

•Communicating concretely means being specific, definite, and vivid rather than vague and general.

•Often it means using denotative (direct, explicit, often dictionary-based) rather than connotative words.

Concreteness:

•The benefits to business professionals of using concrete facts and figures are

–Your receivers know exactly what is desired

–When you supply specifics for the reader you increase the likelihood of that you message will be interpreted the way you intended

Question No: 21 (Marks: 10)

You are student of business administration, at the end of session you are required to do one year internship experience in a well reputed software company (Adam Soft). Write a letter of inquiry to Director of Software Company (Adam Soft) about Internship opportunities and present yourself fully enthusiastic, motivated and active participant.

MIDTERM EXAMINATION
Spring 2009
ENG201- Business and Technical English Writing (Session - 1)

Question No: 17 (Marks: 2)

What is meant by 'Defining Objective'?

Answer: Page 13

Definition of your objectives tells you what the implicit claim of your resume should be. That is, you are the kind of capable, responsible and pleasant person that employers want to hire. you identify the specific facts you can mention as evidence to support the claim about yourself.

Question No: 18 (Marks: 2)

Define the term 'Transitions'.

Answer: Page 80

A word, phrase, sentence, or series of sentences connecting one part of a discourse to another.
Such phrases as "*to continue the analysis"*, *"on the other hand*" and "*additional concept"* are another type of structural clue.

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Question No: 21 (Marks: 10)

How many parts does Indirect Plan consist of? Explain in detail.

Answer: Page 74

The indirect plan consists of four parts:

- A buffer
- Reasons supporting the negative decision
- A clear, diplomatic statement of the negative decision
- A helpful, friendly, and positive close

MIDTERM EXAMINATION
Spring 2009
ENG201- Business and Technical English Writing (Session - 1)

Question No: 17 (Marks: 2)

What is the purpose of writing Professional Objectives in Resume?

Answer: Page 14

When you state your professional objective, you answer your reader's questions 'what exactly do you want to do?' your answer can be extremely important to the resume. In contrast, people in other fields such as advertising are accustomed to seeing highly unconventional resumes, perhaps printed on pink paper.

Question No: 18 (Marks: 2)

How a message can achieve good organization?

Answer: Page 50

We can achieve good organization by writing clear subject and purpose. All information should be related to the subject and purpose. We can achieve it by putting ideas in grouped and presented in a logical way and by including all necessary information.

Question No: 19 (Marks: 3)

Which components are included in the Front matter of a Proposal?

Answer: Page 62

Front Matter: The front matter of a proposal includes the following components:

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• Letter of transmittal
• Title page • Summary
• Table of contents
• List of figures and tables

Question No: 21 (Marks: 10)
How will you establish sequence with Organizational patterns of the followings?
GOOD NEWS MEAAAGE – Bad news – Persuasive messages

Answer: Page 53
Establish Sequence with Organizational Patterns
Bad-News Messages
If you have bad news, try to put it somewhere in the middle, cushioned by other, more positive ideas.

Bad-News Message Format
The letter begins with a neutral statement that provides a transmission to the refusal. The midsection explains the reason for refusal and then states the bad news. The writer takes care
to introduce a positive thought. The letter closes on a cordial note

Persuasive Messages
Using the indirect approach gives you an opportunity to get your message across to a skeptical or hostile audience.

Persuasive Message Format
The letter begins with questions to catch the reader's attention. The letter leads up to the main point by arousing the reader's interest. This section gives the reader a motive for complying with the request. The letter closes with an appeal

MIDTERM EXAMINATION
Spring 2009
ENG201- Business and Technical English Writing (Session - 4)

Question No: 17 (Marks: 2)
What do you know about 'Phantom Readers'?

Answer: Page 23
Phantom Readers
In some situations most important readers may be hidden from you. Written communications addressed to one person are used by others. These real but unnamed readers are called
phantom readers.

Question No: 18 (Marks: 2)
Which factors should be kept in mind while editing the message?

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Answer: Page 56
Content and Organization
Stick to the point, the main idea, in the first paragraph. In the middle highlight the key features of your stance.
Eliminate redundancies.

Question No: 19 (Marks: 3)
Which characteristics are most important part of Correctness?

Answer: Page 41
The following things are at the core of concreteness.
• Grammar
• Punctuation
• Spelling

Question No: 20 (Marks: 5)
Which characteristics ensure 'Completeness' to a document?

Answer: Page 31
Your message is complete when it contains all the facts, readers or listeners need for the reaction you desire. Communication senders need to assess their message from eyes of the receivers to be sure they have included all the relevant information

Question No: 21 (Marks: 10)
Describe and explain any FIVE characteristics of Conciseness.

Answer: Page 33
Conciseness:
Conciseness is saying what you want to say in the fewest possible words without sacrificing the other C qualities. A concise message saves time and expense for both the sender and the receiver. It increases emphasis in the message. It shows respect for the recipient, by not cluttering them unnecessary information.

To achieve conciseness, observe the following suggestions
Eliminate wordy expressions
Include only relevant material
Avoid unnecessary repetition.
Eliminate wordy expressions
Use single-word substitutes instead of phrases whenever possible without changing meaning

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ENG201- Business and Technical English Writing

Question No: 17 (Marks: 2)
What does the phrase 'Readers create Meaning' mean?

Answer: Page 4
Instead of *receiving* the message, people interact with the message to *create* meaning. While reading, we build larger structures of knowledge from small fragments of sentences. These structures are not the words we have just read but our own creation

Question No: 18 (Marks: 2)
What is a bad news message?

Answer:
It's the message that tells you unpleasant news. It's usually written in indirect approach and following some other rules so the writer looks more polite
If you have bad news, try to put it somewhere in the middle, cushioned by other, more positive ideas.

http://wiki.answers.com/Q/What_is_bad_news_message#ixzz1Lnzwdv8y

Question No: 19 (Marks: 3)
What do you understand by the phrase 'Readers responses are sharpened by Situation'?

Answer: Page 4
It means Responses to a communication are shaped by a total situation surrounding the message such as factors as their purpose of reading the readers' perceptions of the writer's aims, their personal interest and stake in the subject discussed past relations with the writer

Question No: 20 (Marks: 5)
Differentiate between Direct and Indirect Approach?

Answer: Page 4
Direct Approach (deductive)
Putting the main idea first followed by evidence.

Indirect Approach (inductive)
Putting the main idea later and evidences first. Use direct order if the audience's reaction is likely to be positive and indirect order if it is likely to be negative. Short messages follow one of four organizational plans, depending on the audience's probable reaction

Question No: 21 (Marks: 10)
You have received an appointment letter from a multinational company for Sales Representative post but you are intimated to submit your Recommendation letter before joining. Write a letter to your Branch Manager [previous employer] in order to obtain a Letter of Recommendation.

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ENG201- Business and Technical English Writing

Question No: 17 (Marks: 2)
What are the basic strategies for writing bad-News Messages?

Answer: Page 74
The two basic strategies described are:
• The indirect plan, which presents supporting data before the main idea
• The direct plan, which presents the main idea before the supporting data

Question No: 18 (Marks: 2)
Define the term 'Stylistic Accuracy'.

Answer: Page 27
Stylistic accuracy concerns the careful use of language requires the careful use of paragraph and sentence structure and word choice to describe and analyze your topics effectively. As a writer, you gain command of accuracy by studying the elements of style and by learning to apply those elements to your drafting, revising, editing, and proofreading. Stylistic accuracy is also a matter of using words precisely

Question No: 20 (Marks: 5)
Describe briefly 'structural, stylistic and contextual clarity.

Answer: Page 27
Structural clarity.
At the level of the whole document, you can promote structural clarity, making it easy for the reader to get the large picture. Use abstracts and other forecasting strategies such as introductions that state the purpose and scope of the document

Stylistic clarity
Stylistic clarity is promoted by simple, direct language. Simplicity in language is obtained with directly worded sentences. Using simple sentences and avoiding overloaded sentences and excessive normalization also contributes to clarity. Word choice is a factor in stylistic clarity:
Use simple language wherever possible to counteract the abstract, highly specialized terms of science and technology.
Contextual clarity
Contextual clarity, in which the importance, authorization, and implications of your work are made available, also contributes to ease of understanding. All work has context, and your readers want to understand what the context of your document is:
• What prompts you to write?
• What is your purpose?
• Whose work proceeds has influenced yours?
• What is the organizational and intellectual context of your problem?

Question No: 21 (Marks: 10)

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A customer had purchased a costly watch from your store. He returned it after a month complaining that it had developed a defect. He claimed repairs under your six- month guarantee. He did not tell you that he had dropped it accidentally. Write him a letter of adjustment saying that he would be charged for repairs and service because your guarantee did not cover accidental breakage.

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ENG201- Business and Technical English Writing

Question No: 17 (Marks: 2)
Explain the phrase 'Readers react on a moment-by-moment basis'?

Answer: Page 5
Readers react on a moment-to-moment basis
On job people react to each part of the memo, report or other business communication as soon as they come to it.

Question No: 19 (Marks: 3)
What are Claims and Adjustments?

Question No: 20 (Marks: 5)
How will you write and plan a sales letter?

Answer: Page 77
The three steps involved in planning a sales letter are similar to those involved in planning any other persuasive message
1. Determine the main idea (in sales letters, it revolves around a selling point and related benefits) 2. Define the audience
3. Choose the approach and format

Question No: 21 (Marks: 10)
DESCON a multi-national company needs the services of highly competent MCS for the post of System Analyst with at least five years of experience in the relevant field. If you think you qualify the said criteria and you have the skill to work with the company, send your CV to P.O Box 1122 before 23rd of this month.

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English 201 subjective question

Question No: 1 (Marks: 2)

What is formal document?
A document that is written in formal style and uses formal language is called a formal document such as circulars, business letters and CVs etc.

Question No: 2 (Marks: 2)

Explain the term 'Abstract'.
Answer: Abstracts are condensation of entire reports, focusing on the main issues: what was done, what was found out, and its significance. Abstracts are self-sufficient. The procedure for many companies is to take the abstract from the analysis report, copy it a number of times, circulate it to readers, and allow readers to order the full report if they feel like they need the information.

Question No: 3 (Marks: 2)

What is the goal of Content Listening?

The goal of content listening is to understand and retain information that is delivered by a speaker. Moreover, your job is to identify the key points of the message.

Question No: 4 (Marks: 3)

What is an "Empirical Research Report"?
Superstructure for Empirical research Reports: To answer the readers typical questions about empirical research reports, writers use a substructure that has the following elements.
• Introduction • Objectives of research • Methods Results • Discussion • Conclusions • Recommendation

Question No: 5 (Marks: 3)

Why Background information is added to Instructions?

Question No: 6 (Marks: 3)

What do you know about Task-facilitating roles in meeting?
Task facilitating roles' as the name shows make the meeting process well planned and smooth.

'Task facilitating roles' in meeting include the following:

- Initiating: getting the group started on a line of inquiry.
- Information giving or seeking: offering (or seeking) information relevant to questions facing the group.
- Coordinating: showing relationships among ideas, clarifying issues, summarizing what the group has done.
- Procedure setting: suggesting decision-making procedures that will move the group toward the goal.

Question No: 7 (Marks: 5)

Explain the terms 'Chronology' and 'Spatially'.
Answer: When investigating a chain of events, organize the study according to what happened in January, what happened in February and so on.
Spatially If you are studying a physical object, study it left to right, top to bottom, inside to outside.

Question No: 8 (Marks: 5)

How can you make your document error free?

Question No: 9 (Marks: 2)

What are Analytical assignments?
These assignments are written to analyze any problems such as why a company is having problems in hiring secretaries, low wage, location of office etc.

Question No: 10 (Marks: 2)

What is the disadvantage of close-ended questions?
The close-ended questions require yes or no answers. Questioner does not receive full response but just a short response.

Question No: 11 (Marks: 2)

Elaborate a few sources of Writer's Block.
Few sources are lack of information, lack of confidence, not having a well defined objective.

Question No: 12 (Marks: 3)

Explain the term Budget Statement.
A budget statement is a table that shows how money will be gained or spent. It may be very simple or very elaborate depending on your reader's needs. On the job, you can use budget statements in the following situations:

- To explain the expenses involved with a project purchase
- To summarize the savings to be realized by following a recommendation you are making
- To report the costs that have been incurred by a project for which you have responsibility
- To explain the sources of revenue associated with some project or activity.

Question No: 13 (Marks: 3)

How can visual aids be helpful in oral presentation?

Visual aids help in delivering the speeches and to accommodate audience's questions and help audiences in understanding the purpose of the presentation.

Question No: 14 (Marks: 3)

Describe how an organization produces formal reports.

Formal reports usually include:
Research work, collecting ideas, visual aids, writing the material and formatting

Question No: 15 (Marks: 5)

How Fog Index should be used? Explain with examples.

Question No: 16 (Marks: 5)

What are the Functions and Contents of a Progress Report?

Superstructure for Progress Reports To answer your readers' questions, you can use the conventional superstructure for writing progress reports, which has the following elements: 1. Introduction 2. Facts 3. Discussion 4. Conclusions 5. Recommendations In the introduction to a progress report, you should answer the following two questions: 1. "What work does your report cover?" 2. "What is the purpose of the work?"

Question No: 17 (Marks: 2)

What is the difference between Alphanumeric and Decimal System?

Decimal system is a numbering system that uses ten digits, from 0 to 9, arranged in a series of columns to represent all numerical quantities. Each column or place value has a weighted value of 1, 10, 100, 1000, and so on, ranging from right to left whereas alphanumeric system uses both letters and numbers and often other symbols (as punctuation marks and mathematical symbols).

Question No: 19 (Marks: 2)

Define the term "Pagination".

Pagination: Number the front matter in italic lowercase roman numerals (*i, ii, iii, iv,* and so on). Normally, number the pages in the body of the document with Arabic numerals, starting with page 1. Numbers sequentially through page *n* at the end of the text, including all back matter.

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Question No: 18 (Marks: 2)

Define the term Syllable.

A **syllable** is a basic unit of written and spoken language. It is a unit consisting of uninterrupted sound that can be used to make up words.
For example, the word hotel has two syllables: ho and tel.

Question No: 20 (Marks: 3)

Why do we use Semicolons?
Semicolons: • Use semicolons to join two independent clauses or to separate parts of a sentence that have commas in them. • To Join Two Independent Clauses • The system has three beam launchers; two are in the two-tube combiner, and one is in the OP receiver. • To Separate Sentence Elements with Commas Italicize titles of journals, books, newsletters, and manuals; letters, words, terms, and equation symbols; foreign words; and names of specific vessels.

Question No: 21 (Marks: 3)

Explain 'Title fly and Title Page'.

Title fly and Title Page: The title fly is a plane sheet with only the title of the report on it. The title report includes four blocks of information: The title of the report The name, title and address of the person that authorized the report The name, title and address of the person that prepared the report The date on which the report was submitted

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Question No: 22 (Marks: 3)

What do you know about Hardware Functional Specifications?
Hardware functional specifications as a rule contain the following:
• Functional description • Configuration specification • Electrical description • Physical characteristics • Standards • Environmental requirements • Diagnostic requirements • Power requirements • Cost target • Maintenance cost target • Resource requirements • Documentation • Risks

Question No: 23 (Marks: 5)

How Formal Speeches and Presentations can be developed?
Developing formal speeches and presentations Developing a major speech or presentation is much like writing a formal report, with one nique to an oral communication channel. This is both an opportunity and a challenge. The opportunity lies in the interaction that's possible between you and the audience.

Question No: 24 (Marks: 5)

What is Conventional Superstructure for Instructions and why is it important in Technical English?

Conventional Superstructure for Instructions The conventional superstructure for instructions contains five elements • Introduction • Description of the equipment (if the instructions are for running a piece of equipment) • Theory of operations • Lists of material and equipment • Guide to trouble shooting The simplest instructions contain only directions. Most complex instructions contain some or all of the other five elements, the selection depending upon the aims of the writer and the needs of the readers. Many instructions also contain elements found in longer communications such as reports and proposals. Among these elements are cover, title page, table of contents, appendixes, list of references, glossary, list of symbols and index. Because these elements are not particular to instructions,

Question No: 25 (Marks: 10) http://www.weblyceum.com

Write a detailed note on Delivering the Speech.

Delivering the speech When its time to deliver the speech, you may feel a bit of stage fright. Most people do even professional actors. A good way to overcome your fears is to rehearse until you're thoroughly familiar with your material. Communication professionals have suggested other tips, which we will now go over: Prepare more material than necessary. Extra knowledge, combined with a genuine interest in the topic, will boost your confidence. Think positively about your audience, yourself, and what you have to say. See yourself as polished and professional, and your audience will too. Be realistic about stage fright. After all, even experienced speakers admit that they feel butterflies before the y address an audience. Tell yourself you're ready. Use the few minutes while you're arranging your materials, before you actually begin speaking, to tell yourself you're on and you're ready. Before you begin speaking, take a few deep breaths. It will help you calm down and improve your delivery. Have your first sentence memorized. Having your opening on the tip of your tongue helps you get started, and everything else starts falling into place. If your throat is dry, drink some water. Tension often causes your mouth to become dry. It is best to have a few sips of water before you begin.

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Question 26:What are Proposals?

In a proposal, identify a specific problem and state how you will solve that problem. Most organizations rely on successful proposal writing for their continued existence. You will most likely spend a major part of your professional life writing proposals

Proposal Structure: • Front matter • Body • Introduction • Technical approach • Management requirements • Work plan • End matter

Question No: 27 (Marks: 2)

What is meant by Organizational Logic?

Organizational logic is the single most important issue in writing a report or article about technology. it is the first thing a person needs to look for when editing document. The ideas

in a report or article should be interrelated--seamlessly. They should form a sequence of information that will appear to be predictable or inevitable to readers. In other words, a topic or an idea should anticipate topics or ideas that follow it. As I have said before, a document should have no surprises and no areas of confusion that the readers have to puzzle out for themselves. Edgar Allan Poe, referring to the writing of short stories, gave some advice to writers which we can very well borrow for the writing of reports and articles about high technology. He said that authors should include nothing that does not advance the topic toward it inevitable end. Any thing else is tangent that readers will wander down with the writer and become lost together.

Question No: 28 (Marks: 2)

What are the characteristics of a good interviewer?

Asking yourself the following questions will help you prepare for interviews: What are your respective roles? What does this person expect from you? Is it to your advantage to confirm those expectations? will you be more likely to accomplish your objective by being friendly and open or by conveying an impression of professional detachment? If you're the interviewer, responsibility for planning the session falls on you. On the simplest level, your job is to schedule the interview and see that it's held in a comfortable and convenient location.

Good interviewers are good at collecting information, listening, and probing, so should develop set of interview questions and decide on their sequence

Interview structure

Good interviews have an opening, a body, and a close. The opening establishes rapport an orients the interviewee to the remainder of the session. You might begin by introducing yourself, asking a few polite questions, and then explaining the purpose and ground rules of the interview. At this point, you may want to clear the use of notes or a tape recorder with the interviewee, especially if the subject is complex or if you plan to quote the interviewee in a written document such as a business report. The questions in the body of the interview reflect the nature of your relationship with the interview.

Question No: 29 (Marks: 3)

Write down the structure of Short Formal Report.

Memo The most common format for short informal reports within an organization. Memos have four headings: To, From, Date and Subject.

Manuscript For a formal approach, manuscripts range from a few pages to several hundred pages.

Establishing a Basic Structure:

Choice of a structure involves three decisions:

What to say?

Direct or indirect?

Topical or logical organization?

Question No: 30 (Marks: 3)

How can we make analysis report purposeful?

Analysis Reports: The important thing to remember is that no report format is perfect. Company documentation standards attempt to resolve the issue by prescribing a format into which all analysis reports are poured. Report design should be flexible enough to meet a variety of writer purposes and audience needs.

Title page: A title page should be designed with visual order in mind. It should be balanced from top to bottom and from left to right. It should provide enough information for readers to be able to tell what the context of the report is and what the report is about.

Abstracts: Abstracts are condensation of entire reports, focusing on the main issues: what was done, what was found out, and its significance. Abstracts are self-sufficient. The procedure for many companies is to take the abstract from the analysis report, copy it a number of times, circulate it to readers, and allow readers to order the full report if they feel like they need the information

. **Table of contents:** The table of contents provides an outline of analysis reports for readers who do not wish to read the entire report or flip through it looking for the section which contains what they are looking for. It should be made up of headings and subheadings of the report, word-for-word, with the accompanying page numbers.

List of symbols: This is an optional addition to the front matter of an analysis report. Include it if you think the readers will need to have symbols defined. The same thing applies to the inclusion of a glossary.

Introduction: This is the place for the three-part purpose statement introduction. It will orient readers to the main issue of the report, to the technical issues or specifics which are important to the report, and to what the report is intended to accomplish. **Discussion:** The discussion contains an analysis of the technical issues important to the report. It supports the main issue to the report by providing evidence and explanations. It should be subdivided into topics, each with a subheading.

Conclusion: This section presents the results of the analysis, the evaluation of what was presented in the discussion. Sometimes listing the conclusion is a good way to organize them. It calls attention to the conclusion individually, but still enables writers to explain them as is necessary.

Recommendations: Recommendations are optional, not all analysis reports have them. Those reports that do have recommendations, tell the readers what to do with the information provided in the report.

Appendix: Usually this would include derivations of equations, tables of raw data, sample equations, and so forth. But the only way to be certain that what is placed in the appendix belongs there is to assess it within the context of audience needs

Question No: 31 (Marks: 3)

Which phases are involved in decision making of a meeting?

Group decision making Groups usually reach their decision in a predictable pattern. The process can be viewed as passing through four phases: Orientation phase Conflict phase Emergence phase Reinforcement phase In the orientation phase, group members socialize, establish their roles, and agree on their reason for meeting. In the conflict phase members begin to discuss their positions on the problem.

If group members have been carefully selected to represent a variety of viewpoints and expertise, disagreements are a natural part of this phase. At the end of this phase, group members begin to settle on a single solution to the problem. In the emergence phase members

reach a decision. Those who advocated different solutions put aside their objection, either because they're convinced that the majority solution is better or because they recognize that arguing is futile. Finally, in the reinforcement phase, group feeling is rebuilt and the solution is summarized. Members receive their assignments for carrying out the group's decision and make arrangements for the following up on these assignments.

Question No: 32 (Marks: 5)

Differentiate between Informal and Analytical Assignments.

Analytical Assignments are written from analysis point of view. This type of assignments give a complete and analytical view of assigned topic or discussion. Key to the analysis is breaking down the idea or topic into components and showing the relationship between the subordinate arguments and overall controlling ideas.

The purpose of **Informal Assignments** is to learn through the process of consistent and varied forms of writing. These are meant as a way to explore ideas. Informal writing assignments often include: essays, book reviews, free writing, journal writing, course evaluations, etc.

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Question No: 33 (Marks: 5)

What are the purposes of using Colons? Give details.

Colons: Use *colons* for the following purposes:
• to introduce and emphasize lists, quotations and explanations and certain appositional elements (see Layout)
• to express ratios
• to separate numbers signifying different nouns, such as in separating units of
• time or elements in a bibliographic citation
• to separate titles from subtitles
To set off and emphasize lists–The market for photovoltaic power systems includes the following items: intrusion alarms, flood monitors, calculators, and telephone call boxes.
OR
The market for photovoltaic power systems includes the following items:
• intrusion alarms
• flood monitors
• calculators
• telephone call boxes

To set off and emphasize quotations–
The contract reads**:** "DL-400 coaxial cable shall be used for all platform instrument installations at Site 5, unless a specific exception is justified in the approved work order."
To set off and emphasize explanations and appositional elements–
In designing the tachometer, the team first posed a question: What operations are needed on the input signal in order to generate the desired output?
To express ratios–
• The ratio of drag torque to bearing friction torque cannot exceed3:1.

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To separate units of time–
• The main thruster engines ignited at 7:05 a.m. EDT.
• Thu Mar 16 03:21:44 1995

Question No: 34 (Marks: 10)

What is the difference between Feasibility Report and Proposal?

Proposal: A document that offers a solution to a problem or a course of action in response to a need. Typically, organizations advertise a need for proposals and consulting engineers respond to the need. However, an engineer has to determine that a problem exists, and therefore, proposes solutions to an organization. In this case, he must first convince the agency that the problem exists before proposing his solutions.
Feasibility report: Feasibility Reports studies a situation (for example, a problem or opportunity) and a plan for doing something about it and determines whether that plan is "feasible". It determines whether it is technologically possible and whether it is practical (in terms of current technology, economics, social needs, and so on). The feasibility report answers the question "Should we implement Plan X?" by stating "yes," "no," but more often "maybe." Not only does it give a recommendation, it also provides the data and the reasoning behind that recommendation.

Question No: 31 (Marks: 2)

What are the basic divisions of a long report?

Ans:

- The Report Proper
  - Introduction
  - Report Findings with Footnotes
    - (Two or more divisions)
  - Summary Conclusion, & Recommendation

Organization and Content

- Appended Parts
  - Bibliography
  - Appendix

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Question No: 32 (Marks: 2)

What is Narration?

Ans:

Narration, in literature, is the telling of the story through one or more viewpoints. Different viewpoints include:

- First person: uses first person pronouns "I", "me", "myself";
- Third person: uses pronouns "he", "she", "they," "them", etc. without directly referring to the narrator.
- Third person omniscient means the narrator, or author, can "get in the heads" of all characters and narrate what is happening at all times in the story rather than having one first person narrator telling about only what happens to him or herself.

Question No: 33 (Marks: 2)

What is the purpose of using Equations?

Ans:

There are numerous mathematical relationships that have been established in science, finance and other areas. Examples include the relationship between force and acceleration, conversion of centimeters to inches, and determining the payments on a loan with a given interest rate.
The purpose of Algebra is to make it easy to state the relationship by using letters to represent entities as a form of shorthand. The relationship is then called an equation. Algebra then allows you to substitute values for entities in order to determine the value of other items. Finally, you can manipulate the equations to solve for the various items or unknown quantities.
Questions you may have include:

- How is a relationship stated using letters?
- How are values substituted?
- How are equations manipulated?

Question No: 34 (Marks: 3)

Which Formats are generally used for a Progress Report?

A progress report is an intermediate report designed to communicate information, usually to your

A progress report usually summarizes work within each of the following:

- Work accomplished in the preceding period(s)
- Work currently being performed
- Work planned for the next period(s)

To:

From:

Date:

Subject:

Introduction:

Facts:

Discussion:

Conclusions:

Recommendations:

Progress report
Task 1
Work completed
Current work
Planned work
Task 2

Work completed
Current work
Planned work

Task 3
Planned work

Question No: 35 (Marks: 3)

How common mistakes can be avoided while constructing a Bar Graph?

Ans:

When constructing a bar graph with negative values, you follow the steps outlined in the last unit on Constructing Bar Graphs, paying close attention to the scale of the frequency axis. Since there are negative values, the scale of this axis will not start at zero.

Question No: 36 (Marks: 3)

What are the various purposes of Abbreviations?

The shortening of words and phrases (*kilogram* to *kg*, *Imperial Chemical Industries* to *ICI*) and a result of such shortening (*MA* for *Master of Arts*, *sitcom* for *situation comedy*).

For the purpose of taking notes, a student should feel free to create his own abbreviations, provided he can remember later what the abbreviation stood for. Providing summary information abbreviations usually need to be concise, convenient, and easy to remember, they do not need to be fully understood to serve their purpose.

People literate in English can work successfully with such formulas as *e.g.* and *q.v.* whether or not they know their full Latin forms *exempli gratia* (for the sake of example) and *quod vide* (which see).

The more familiar and successful the short form, the less need for the full form, which may in course of time be forgotten.

The full forms of *mob* (Latin *mobile vulgus* the fickle crowd) and *radar* (radio detection and ranging) have no functional value in the 1990s, and many are entirely unaware that these words are (or were) abbreviations.

The members of organizations usually have little difficulty with the abbreviations they use, because of sheer familiarity, but people who are not part of the in-group may regard their use as (sometimes frustrating and provocative) jargon.

Question No: 38 (Marks: 5)

How does Editing help to improve a document?

To re-structure the leaflets, manuals, standard letters or customer service letters, to make them concise, clear and effective.
Editing gives documents an indispensable proofreading tool that not only catches plagiarism, grammar and style mistakes, but also delivers instructional feedback that serves to make students better writers

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Question No: 35 (Marks: 10)

You are employed in a local insurance company. The personnel manager, being concerned about poor staff morale following the closure of a small nearby branch and redundancies in 2 others, has asked the office supervisor to look into the problem.

Assuming that you are the office supervisor, write a memorandum to the personnel manager outlining the problem and setting out the proposals for raising staff morale.

Question No: 36 (Marks: 10)

You are a General Manager of Telenor; you have noticed that due to the new packages of other networks your network is losing attraction. Write a Proposal to your MD and suggest that how can you make your network more attractive and popular.

Question No: 37 (Marks: 10)

As a Chairman of a Commission appointed by the Government write a Short Report on the causes of corruption prevailing in an over-staffed government office, make feasible suggestions how to eradicate this evil.

Question No: 38 (Marks: 10)

How can we overcome common writing problems in business communication?

some of the most basic tips to remember, when writing, include:

• Avoid the use of slang words
• Try not to use abbreviations (unless appropriately defined)
• Steer away from the use of symbols (such as ampersands [&])
• Clichés should be avoided, or at the very least, used with caution
• Brackets are used to play down words or phrases
• Dashes are generally used for emphasis
• Great care should ALWAYS be taken to spell the names of people and companies correctly
• Numbers should be expressed as words when the number is less than 10 or is used to start a sentence (example: Ten years ago, my brother and I…). The number 10, or anything greater than 10, should be expressed as a figure (example: My brother has 13 Matchbox cars.)
• Quotation marks should be placed around any directly quoted speech or text and around titles of publications.
• Keep sentences short

The above mentioned tips cover the most common mistakes, made when writing letters, memos and reports.

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Question No: 39 (Marks: 10

Is poorly organized structure basic drawback in writing problem? Do you agree?

Organization is the structural framework for constructing a piece of writing. It is the logical progression and completeness of ideas in a text. Organization is important to effective writing because it provides readers with a framework to help them fulfill their expectations for the text. A well-organized piece of writing supports readers by making it easy for them to follow, while a poorly organized piece leads readers through a maze of confusion and confounded expectations.

Question No: 40 (Marks: 10)

Suppose you are a Market Surveyor, you were asked by your Manager to evaluate the

feasibility of opening a restaurant in Wapda Town community. Write a short memo report in response to the given task

Question No: 39 (Marks: 10)

You are working in a company which has dealings in foreign exchange. Your company has seen the effects of recent exchange fluctuations and its impact on business. Your Managing Director has asked you to write a brief Report on the subject along with your suggestions and recommendations.

Give a detailed note on Interview Structure.

Types of report

Following are different types of report:

- Feasibility report
- Empirical research report
- General report
- Progress report
- Analysis report

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'Who' is a subject pronoun like "he," "she" and "we". We use "who" to ask which person does an action.

Examples:

- Who made the birthday cake?
- Who is in the kitchen?

'**Whom'** is an object pronoun like "him," "her" and "us." We use "whom" to ask which person receives an action.

Examples:

- Whom are you going to invite?
- Whom did he blame for the accident?
- Whom did he hire to do the job?

'That' is a demonstrative adjective. It usually points out noun in a sentence. It always answer the question which one?

- Let's play this game and later watch **that** movie.

'**Which'** is an interrogative adjective and it is used with nouns to ask questions. For example:

- Which leaves turn color first?