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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA
(An Autonomous Institute Affiliated to AKTU, Lucknow)

B.Tech

SEM: III - THEORY EXAMINATION (2025-2026)

Subject: Technical Communication

Time: 2 Hours

Max. Marks: 50

General Instructions:

IMP: Verify that you have received the question paper with the correct course, code, branch etc.

1. This Question paper comprises of **three Sections -A, B, & C**. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.

2. Maximum marks for each question are indicated on right -hand side of each question.

3. Illustrate your answers with neat sketches wherever necessary.

4. Assume suitable data if necessary.

5. Preferably, write the answers in sequential order.

6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

SECTION-A

15

1. Attempt all parts:-

- 1-a. When sending a formal email to a client, choosing words and tone that consider the recipient's feelings and perspectives aligns with which "C" of communication? (CO1, K2) 1
- (a) Conciseness
- (b) Courtesy
- (c) Clarity
- (d) Completeness
- 1-b. Which quality must technical writing possess to prevent misinterpretation by professionals unfamiliar with jargon? (CO2, K3) 1
- (a) Vague language
- (b) Clear and concise style
- (c) Long sentences
- (d) Use of connotative words
- 1-c. A report which is submitted at regular intervals of time is called... (CO3, K3) 1
- (a) a letter report
- (b) a memo report
- (c) manuscript report
- (d) routine report
- 1-d. Oculistics in KOPPACT refers to the study of which central element of communication? (CO4, K3) 1
- (a) Hand movements
- (b) Eye contact and eye movement

- (c) Voice tone
 - (d) Use of space
- 1-e. During virtual meetings, professionalism can be maintained by: (CO5, K3) 1
- (a) Dressing appropriately
 - (b) Avoiding engagement
 - (c) Interrupting speakers
 - (d) Turning off your mic and camera completely

2. Attempt all parts:-

- 2.a. State any two features of technical communication.(CO1, K2) 2
- 2.b. Suggest two ways to improve clarity in technical writing for workplace documents. (CO2, K3) 2
- 2.c. Mention two common mistakes in resumes and suggest improvements. (CO3, K3) 2
- 2.d. Give two examples of inappropriate body language in interviews. (CO4, K3) 2
- 2.e. Mention two key benefits of remote work. (CO5, K3) 2

SECTION-B

15

3. Attempt all parts:-

3.a. Answer any one of the following:-

- 3.a.(i) “Effective technical communication is essential for academic success, workplace efficiency, and professional growth.” Elaborate this statement with reference to audience analysis, formal language, and proper communication flow contribute to clarity and inclusivity.(CO1, K2) 3
- 3.a.(ii) A multinational team working on a project faces frequent misunderstandings due to cultural and language differences. Discuss the barriers involved and suggest strategies to overcome them.(CO1, K2) 3

3.b. Answer any one of the following:-

- 3.b.(i) Draft a professional business letter to a vendor complaining about the receipt of defective office chairs; invent necessary applied details. (CO2, K3) 3
- 3.b.(ii) As the Regional Manager of a leading XYZ Textile Company, Mumbai, write a letter to the American Textile Company, Madurai offering two of your products for bulk sale. Add necessary details. (CO2, K3) 3

3.c. Answer any one of the following:-

- 3.c.(i) You are applying for a Customer Service Manager position. Draft a profile highlighting communication and management skills. (CO3, K3) 3
- 3.c.(ii) A candidate with Excel and SQL skills wants to apply for a Data Analyst job. Draft a resume. (CO3, K3) 3

3.d. Answer any one of the following:-

- 3.d.(i) How do space and distance (proxemics) influence interpersonal communication? (CO4, K3) 3
- 3.d.(ii) Suggest guidelines for responsible mobile usage during academic sessions. (CO4, K3) 3

3.e. Answer any one of the following:-

- 3.e.(i) “Remote work increases productivity.” Justify with examples. (CO5, K3) 3

- 3.e.(ii) Why is maintaining a professional digital identity (usernames, emails) important? Explain with examples. (CO5, K3) 3

SECTION-C 20

4. Answer any one of the following:-

- 4-a. The phenomenon of globalization has resulted in cultural assimilation. In the context of individuals from diverse backgrounds and cultures collaborating in a team to pursue both organizational and individual goals, explain the significance of technical communication. Elaborate on why effective technical communication is essential in such a scenario and discuss the role it plays in fostering collaboration, mitigating cultural differences, and achieving successful outcomes. (CO1, K2) 4
- 4-b. How does gender-neutral language promote inclusivity and fairness in professional communication?(CO1, K2) 4

5. Answer any one of the following:-

- 5-a. Draft a minutes for a departmental meeting focused on resolving a major workflow issue. (CO2, K3) 4
- 5-b. Analyze why denotative meaning is required in technical writing, provide examples. (CO2, K3) 4

6. Answer any one of the following:-

- 6-a. You are the project manager of a construction company. Write a proposal to upgrade the software used for project management. Your proposal should include all the sections of a proposal as Introduction, technical section, Management section, cost section, conclusion. (CO3, K3) 4
- 6-b. Nehru University, Pune recently organized a science symposium on the topic 'Effects of pollution on quality of Life' You are Amit / Amita, Editor of the college magazine. Write a report on the event for your college magazine. (CO3, K3) 4

7. Answer any one of the following:-

- 7-a. List and explain common mistakes candidates make during interviews. (CO4, K3) 4
- 7-b. Write a short note on "Using mobile phones at the workplace?" (CO4, K3) 4

8. Answer any one of the following:-

- 8-a. Describe two challenges of remote work and suggest solutions. (CO5, K3) 4
- 8-b. Write four dos and don'ts of virtual meetings. (CO5, K3) 4