

Code: 19HS5601G

III B.Tech - II Semester – Regular Examinations – JUNE 2022

PROFESSIONAL COMMUNICATION

(Common for All Branches)

Duration: 3 hours

Max. Marks: 70

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- Note: 1. This question paper contains two Parts A and B.
2. Part-A contains 5 short answer questions. Each Question carries 2 Marks.
3. Part-B contains 5 essay questions with an internal choice from each unit. Each question carries 12 marks.
4. All parts of Question paper must be answered in one place.
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PART – A

1. a) Write two barriers of effective communication.
- b) What are the different strategies of effective presentation?
- c) Explain the importance of Planning in conducting a meeting.
- d) What is the role of agenda in a meeting?
- e) Explain types of interviews.

PART – B

UNIT – I

2. a) Explain the role of Conciseness and Clarity in effective communication and discuss with examples. 6 M
- b) Give a detailed account of Kinesics in Non-Verbal Elements, with suitable examples. 6 M

OR

3. a) What are the different ways of taking effective notes? 6 M
- b) How Paralanguage, Proxemics contribute to Effective communication? 6 M

UNIT – II

4. a) Write a complaint to an Online Shopping company regarding receiving damaged goods and asking for refund. 6 M
- b) Discuss the points you would bear in mind while making a professional presentation. Provide examples to substantiate your views. 6 M

OR

5. a) Explain the several functions followed by the participants in a Group discussion as a part of selection process. 6 M
- b) Write a letter to the District Magistrate, drawing his attention to the nuisance of loud speakers in your locality. 6 M

UNIT-III

6. a) What are the important things to consider while writing Memos? 6 M
- b) List out the types of Reports and mention its significance. 6 M

OR

7. a) Explain different components of Technical reports. 6 M
- b) How Memo plays an important role in an organization? 6 M

UNIT – IV

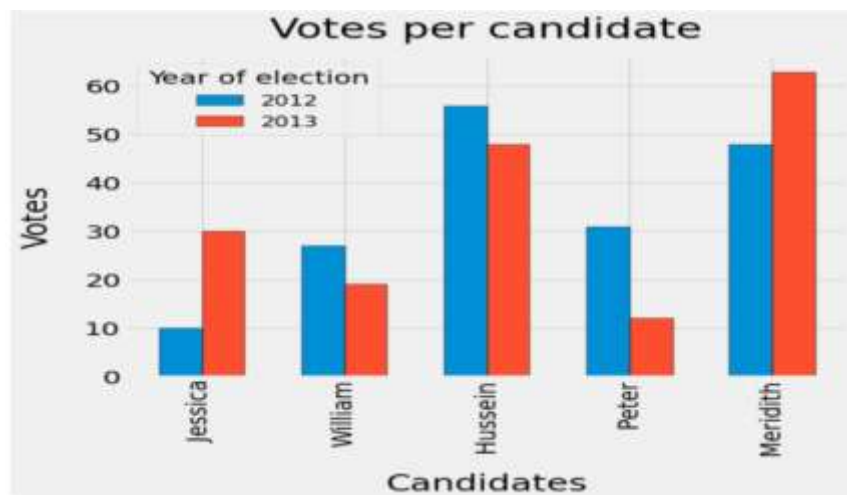
8. a) Explain the key characteristic features of a good meeting. 6 M

- b) Read the following information and prepare a table to present it. 6 M

According to a survey, the youth preferences for watching TV, it was found that 39% of the youth watch TV for news while 18% watches serials. Sports seem to be the choice of 10% while movies in the preference of 7% youth. The lowest preference seems to be music channels as only 6% watch them the remaining 20% did not seem to have any specific reference.

OR

9. a) Read the Bar-graph given below and write the relevant summary. 6 M



6 M

- b) Focus on different elements which contribute to the success of Team work.

UNIT – V

10. a) Write a note on the following: 6 M
I. HR interview
II. Telephone interview
b) Draft your resume for post of an Assistant Engineer. 6 M

OR

11. a) What are various types of Interviews? How should an interviewee prepare himself/herself for an interview? 6 M
b) Explain briefly the various formats of a resume. 6 M