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Code No. : 13118 O2

VASAVI COLLEGE OF ENGINEERING (Autonomous), HYDERABAD
B.E. (CBCS) III-Semester Backlog (Old) Examinations, December-2018

Communication skills in English-I

Time: 3 hours

Max. Marks: 70

Note: Answer ALL questions in Part-A and any FIVE from Part-B

Part-A (10 × 2 = 20 Marks)

1. Complete the Conversation [2]

Jake

How did you like the movie you saw last night?

Karen

I can't say it was the best I've ever seen.

Jake

Karen

Certainly not. Do not waste your time.

- A) Did you go alone or with a friend from work?
- B) Hadn't you read the reviews before you went to see it?
- C) What do you mean by saying it depends?
- D) I knew I could always count on you.
- E) Then you wouldn't recommend it, would you?

2. From the options A, B, C and D, choose the form that best fits the function state, to complete the dialogue below. [2]

Atan Hello, Dinah. Did you have a good trip?

Dinah It was not too bad. In fact I managed to sleep a bit. _____ 1 _____ (to express satisfaction)

Atan Is that all your luggage ?

Dinah Yes. Wait a minute. The small holdall is missing. _____ 2 _____ (to express dismay)
I must have left it at the duty-free shop.

Atan _____ 3 _____ (to reassure) We can ask the security guard to get it. Which shop was it?

- 1. To express satisfaction
 - A It was so quiet.
 - B The passengers slept.
 - C The seat was really comfortable.
 - D It has made me feel rested.
- 2. To express dismay
 - A Oh dear !
 - B What a nuisance !
 - C Where could it be ?
 - D I remember now.
- 3. To reassure
 - A Don't cry.
 - B Don't worry.
 - C Are you sure ?
 - D We'll look for it.

3. Read the following passage and then answer the question. [2]

The first book Chris read in fifth grade was about a lost kitten. Then he read a book about a family of bears, and then he read about a wild kangaroo in Australia. It seems every book Chris reads is about animals. Last week he found a good book about snakes and reptiles, and another book about elephants. Today Chris went to the library, and he checked out a book about dolphins, whales and other animals that live in the sea.

The summary of this passage is:

4. Fill in the blanks with an appropriate word from the options. [2]

I am writing with _____ to our telephone conversation this morning about your order 7895LG.

Select one:

- a) regarding b) reference c) connection

I can now confirm that the goods have been shipped and should _____ you within 10 working days.

Select one:

- a) reach b) arrive c) deliver

5. Choose the correct structure and give the passage an appropriate title. [2]

Most mobile phones sold today have an operating system that was either designed by Apple or Google. Apple makes the iOS operating system powering their iPhones and iPads. Google makes the Android operating system that can be found on many different mobile phones and tablets. Both of these operating systems allow users to connect to app stores and download applications. To launch these applications, users press small square buttons that appear on their home screens. One major difference between these two operating systems is that Apple makes all of its own hardware. That is to say, the iOS operating system only appears on products created by Apple. On the other hand, many different manufacturers like Samsung, Sony, and LG use the Android operating system. Which one do you like better: Android or iOS?

- a) Cause and Effect
 b) Sequence/process
 c) Chronological
 d) Descriptive
 e) Compare and Contrast

6. Give this picture a title .If you were to write an essay on that, what structure would you use? [2]



7. Fill in each blank with a transition from the box. Use each transition only once. Then tell what pattern of organization is used. [2]

after	finally	first	second	third
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Steps to Stop Sexual Harassment

Sexual harassment is defined as any form of unwanted sexual attention. Most companies now have sexually harassment policies in place. If you feel you are being sexually harassed, there are several steps you can take. (1) _____, ask the harasser to stop. Be clear and direct. This may be the first time the person has ever been told such behavior is wrong. (2) _____, record the event. Having a record of exactly what occurred (and when and where) will be helpful in making your case. (3) _____, complain to a higher authority. Talk to your manager about what happened. (4) _____, remember that you have not done anything wrong. You will likely feel awful (5) _____ being harassed. However, you should feel proud that you are not keeping silent.

8. Your friend wants to visit you. Write down directions for her from your college to your house. Use appropriate sequence words. [2]
9. Write your opinion on this statement. "Youngsters spend too much time on whatsapp, Facebook and Instagram". Do not give more than 3 points and use appropriate sequence words. [2]
10. Being a clown isn't all fun and games. Rodeo clowns expose themselves to great danger every time they perform. When cowboys dismount or are bucked off of bulls at riding competitions, rodeo clowns jump in front of the bulls and motion wildly to get their attention. In this way rodeo clowns provide an alternate target, and in doing so protect the rider. So you see, sometimes clowning around can be serious business. [2]

Write down the structure of this passage.

Part-B (5 × 10 = 50 Marks)

11. a) You are sitting in front of your interviewer. Write down how you would introduce yourself. (Your self-introduction) [5]
- b) You meet your classmate after 3 years. Write down your conversation with him/her. [5]
12. a) Write a paragraph about your daily activities [4]
- b) Gap fill exercise [6]

This happened about two years ago when I _____ (work) for a small family-owned business in London.

It was a Friday afternoon and I _____ (take) a tea break. I _____ (do) the stocktaking all day and I was tired. The boss _____ (go) out at lunchtime and hadn't come back yet. But that was quite normal as he usually took long lunches.

I _____ (just / finish) my tea and was about to go back to work when a young man _____ (walk) into the office and asked for 'dad.' When I asked him who he meant he said, 'Arthur, the boss'. Then he said, 'Oh, you're new, aren't you?'

Which was true as I _____ (work) there a few weeks. I told him Arthur _____ (go) and asked if I could help. He said he needed to pick something up from Arthur's office and went in. He _____ (leave) a few minutes later and asked me to tell his dad he _____ (be) in and would call him later.

When the boss came back I _____ (tell) him his son _____ (be) in. He looked very surprised and said he hadn't got a son.

He then looked in the office and _____ (find) that his briefcase and some cash _____ (steal).

13. a) Paraphrase any three of the following: [6]

Today, people are worried about internet security.

Advocates of internet tracking believe that it helps marketers to understand what people want.

People who oppose internet tracking believe that it is an invasion of privacy.

This information age will cause more and more people to become concerned with the level of personal detail that can be found from the internet.

b) Write down your solutions for a cleaner environment. [4]



14. a) Write down a set of instructions or a recipe using appropriate sequence words. [2]

b) Determine the pattern of organization used for each sentence. Then fill in the blanks within the sentence with transition words from the box. Use each choice once. [8]

Transition Words

for example	furthermore	just as	so
type	even though	when	between

Patterns of Organization

Definition and example	cause and effect	Spatial time order	classification addition	Contrast and comparison
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1. _____ Chloe is afraid of heights; she went bungee jumping to celebrate her birthday.

Pattern of Organization: _____

2. Distance education is learning that takes place when the student is in a location apart from the classroom, building, or site; _____, online courses and tele-courses are distance learning courses.

Pattern of Organization: _____

3. Isabella wanted to become a professional actress, _____ she moved to New York City.

Pattern of Organization: _____

4. Jealousy destroys a friendship _____ thoroughly as a wildfire consumes a forest.
 Pattern of Organization: _____
5. The best course of action to take _____ one has made a mistake is to admit it, learn from it, and avoid making it again.
 Pattern of Organization: _____
6. Pilates develops a strong and supple spine by extending the space _____ each vertebra.
 Pattern of Organization: _____
7. Research has shown that cancers of the lip, tongue, mouth, throat, larynx, lung, and esophagus are connected to cigar smoking. _____, facts strongly suggest a link between cigar smoking and cancer of the pancreas.
 Pattern of Organization: _____
8. During an episode of activity, a volcano commonly displays a distinctive pattern or _____ of behavior.
 Pattern of Organization: _____
15. a) Write a conversation with your friend on the movies that you watched over the weekend. [5]
 b) What are your plans for the next ten years? Write an account of that in about 50-75 words [5]
16. a) TeleTech Corporation [5]

Application for the position of Java Developer – Ref no : 12345

We are looking for B'Tech graduates fresher candidates with the following skill set:

- Must have basic knowledge of HTML, XHTML, CSS,
- The person should be technically sound (. Net \ Java and SQL Server) and
- Should be able to be quickly productive and need minimum hand-holding.
- Must be Proactive and exhibit effective inter-personal and communication skills
- Develop and deliver quality code adhering to the standards.

Interested candidates need to apply by sending their resume and other details to XYZ@talentech.com

Email Writing - Instruction Sheet

Task Requirement: Read the given job advertisement . You are the right candidate for the job, you have all the required skills and traits. Write an email responding to this job advertisement. You will be given 15 minutes to write this email. (5 marks)

Subject Line : The subject line has to be clear and relevant.

Content : The email has to be written keeping the following in mind.

- Appropriate greeting
- Details covering all the points in the advertisement
- appropriate close and action plan

Sentence structure : Use correct sentence structure, spelling and punctuation.

Vocabulary and Tone : Use words that express your request clearly

- b) Write down a set of instructions or a recipe using appropriate sequence words. [5]

17. Answer any *two* of the following:

a) **Read the paragraph and fill in the Problem Solution Paragraph Rubric given below:** [5]

How to Relieve Exam Anxiety

There are certain things which students can do if they suffer from exam anxiety. To begin with, they should get a good night's sleep the day before the exam. If they sleep well, they will be able to concentrate and do well in the exam. If not, this will cause more stress and anxiety. The second effective solution is to change their poor study habits. If they start to study one day before the exam, this will cause worry and stress. However, if they change such habits and start to study regularly, this will give them confidence before and during the exam. The last thing they should do is to think positive. When they think positive, they will get rid of all their fears and worries. For example, visualizing themselves as a student who has a high mark before the exam can make them feel better. In summary, getting a good night's sleep, changing their poor study habits and thinking positive are effective solutions to deal with exam anxiety.

b) **Read the paragraph and write down the cause and effects of computer hacking:** [5]

Computer hacking is the act of modifying computer hardware or software, in order to cause damage to sensitive data on a computer or to simply steal confidential information. Computer hackers often target home and office computers that are connected to the Internet. The Internet is a gateway for a computer to connect to the world, which also makes it vulnerable to attacks from hackers from across the globe. Computer hacking is a breach of computer security. It can expose sensitive user data and risk user privacy. Hacking activities expose confidential user information like personal details, social security numbers, credit card numbers, bank account data and personal photographs. User information, in the hands of computer hackers, makes it vulnerable to illegitimate use and manipulation.

Hackers may even delete sensitive information on gaining access to it. Deletion or manipulation of sensitive data with intent to achieve personal gain is another effect of computer hacking. A user whose computer has been hacked is at the risk of losing all the data stored on his/her computer. Manipulation of sensitive user data is a grave consequence of hacking.

Identity theft is another important consequence of computer hacking. Identity theft is a fraud that involves pretension to be someone else, with the intent to gain unauthorized access to information or property. It refers to an illegal use of someone else's identity for personal interest or gain.

The advances in technology have led to the evolution of key-logging software, which is capable of tracking and recording every keystroke by the user, thereby stealing passwords and account details. Another serious effect of computer hacking is the denial of service attack. The DOS attack, as it is called, refers to the attempt of making computer resources unavailable to authorized users. Often, websites fall prey to denial-of-service attacks, whereby they are made unavailable for long periods of time, causing inconvenience to users while also hampering website business.

Computer hacking can lead to theft of critical business information. Important information about business clients and customers can be lost or manipulated through computer hacking. Hacking can expose email addresses to hackers, which they might use for spamming and hampering email privacy.

Information critical to national security, confidential government data, information related to national defense, security and crime, if exposed by means of hacking, can have grave

consequences on the welfare of the nation. Hacking of highly sensitive data can potentially risk the national security and stake the overall well-being of the country's citizens.

Hacking can be used to convert computers into zombies i.e. Internet-enabled computers that are compromised by hackers or computer viruses. Zombie computers are used for fraudulent activities like spamming and Phishing.

How can you find out whether your computer has been hacked? An unexplained decline in computer performance, an unexpected increase in file size, unexplained modifications to files, sudden changes in the network settings of the computer and frequent disk crashes are some of the warning signs of a hacked computer. Installing reliable antivirus software, enabling a firewall before connecting to the Internet and installing operating system updates on a regular basis, can help you combat hackers.

What could happen to you in case you hack a computer? Well, computer users have a right to secure personal information under the data protection act. Not abiding by this act can have serious consequences like heavy fines or imprisonment. The degree of punishment depends on the severity of the damage resulting from computer hacking. Hacking is a computer crime.

If only one could 'hack the brains' of hackers and 'delete' such destructive thoughts of hacking from their minds.

Cause	Effect

c) Summarise the following:

[5]

Follow these guidelines.

- Should be a complete sentence or two
- Should cover main point and key ideas
- Should be in your own words
- Shouldn't just be a word or two.

Screech! When a driver pushes on the brake pedal, it starts a process that causes the vehicle to stop. You literally trust braking systems with your life every time you get into a vehicle or cross a busy intersection, but how does this process work? It begins when the pedal is pushed. At this moment brake fluid is released into the area where the braking mechanisms are located. As the fluid collects, leverage is created, which causes a friction to be applied. If the braking system is functioning properly, this friction will create a force that will cause the wheels to stop and allow you to reach your destination safely.

