VASAVI COLLEGE OF ENGINEERING *(Autonomous)*, HYDERABAD
B.E. II Year I-Semester (Supplementary) Examinations, May/June-2017

Finishing School : Communication Skills in English-I
(Common to all branches)

Time: 3 hours   Max. Marks: 70

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

Part-A (10 X 2=20 Marks)

1. Read the scenario and answer the question.
   Aishwarya and Nitu are meeting each other for the first time. They come from different backgrounds and have different interests. Aishwarya hates politics. Which of the following are good topics to talk about in their first meeting? Write a line about how you would start the conversation?
   a) Sports   b) Politics   c) Religion   d) Weather

2. At a social function, you meet the CEO of an important corporation. After a brief chat, you give him your business card. Is this correct?

3. Which sentences are closest in meaning to the sentences below?
   "Martha thinks that the issue of adolescent problems is important to write about" (Black, 2013, para.14).
   a) Martha thinks that adolescents like to write about their problems (Black, 2013, para. 14).
   b) Martha feels that writing about adolescent problems is worthwhile (Black, 2013, para. 14).
   c) Martha believes that the dream of most adolescents is to write something important(Black,2013, para.14).
   d) Martha thinks that adolescents can write about t e¹ problems.

4. **Directions:**
   Read the passages. Identify the text structure and ɡ   ʲe passage an appropriate title.
   Before applying the screen protector, clean the s   ɜ of your phone's screen with a soft cloth. Once the surface of your screen is clean, remove the paper backing on the screen protector. Evenly apply the sticky side of the screen protector to your phone's screen. Smooth out any air bubble trapped on between the protector and the phone screen. Enjoy the added protection.

5. Read the passage and answer the questions.
   Increasingly, American businesses requiring customer service phone lines have been utilizing overseas companies that can provide these services at extremely reduced rates. Toll-free calls are routed to countries like India, where low-paid workers have been trained to deal with most of the typical problems consumers have with their credit cards, online services, and computer equipment. Since the companies using these overseas call centers are saving so much money, they will undoubtedly show higher profits than companies that do not.
   Which of the following, if true, most seriously weakens the argument?
   a) There is strong competition among overseas call centers to provide the most comprehensive services at the lowest rates.
   b) Consumers opposed to exporting American jobs are willing to pay more for goods and services from companies that don't engage in this practice.
   c) Certain banking services cannot be outsourced, since this would require the release of customer financial data.
   d) Because offshore telephone customer service companies provide only these services, they can train their employees more thoroughly than American companies could.
   e) Some American companies send their own employees overseas to train the call center personnel in their particular business.

6. Read the paragraph and answer the inference question that follows.
   Hudson hurried out of the house so he wasn't late for work. He wore overalls and carried a toolbox with wrenches in it. He hopped in his truck and drove off. The sign on his truck said, "Pipe Masters."
   You can infer that...
   a) Hudson is an auto mechanic.   b) Hudson enjoys his job.
   c) Hudson works as a plumber.   d) Hudson is a truck salesman

7. Expand the acronym "PANIC". Explain how it is useful to written communication.

8. Read the scenario and answer the question.

Samuel is obviously a bad fisherman. During the past season, in which he and the five members of his team spent four months on a boat together off Dutch Harbor, AK, he caught fewer fish than any of his teammates.

Which of the following, if true, most weakens the argument above?

a) Two seasons ago, Samuel fished on another boat off Dutch Harbor and caught more fish than any other member of that boat.

b) Before becoming a fisherman, Samuel piloted a fishing boat whose members regularly caught record numbers of fish.

c) While fishing this past season, Samuel fell sick for a week and did not catch any fish during this time.

d) Unlike the other fishermen on his boat, at the order of the captain, Samuel fished this past season with experimental bait.

e) Amongst the fishing community in Dutch Harbor, Samuel has a reputation for being an especially bad fisherman.

9. Fill in the blanks with appropriate cause and effect words

a) _____, the temperature should begin dropping.
   i) Now that the sun setting   ii) Now that the sun set
   iii) The sun setting   iv) Now that the sun has set

b) _____ is important since most professional jobs require writing skills.
   i) Learn how to write   ii) Learning how write
   iii) Learning how to write   iv) Learning how to write it is

10. Read the following problem statement and identify the solution from the options given below.

During the past 20 years, computer scientists focused increasingly on starting and running successful businesses. However, since businesses must be profitable, computer scientists must focus on developing products that generate profit. Consequently, computer science has lost its creative aspect.

Which of the following assumptions is most necessary in order for the conclusion above to be drawn from the argument above?

a) All computer programs must lack creativity in order to be well received.

b) Some computer scientists entirely disregarded creativity and chose instead to pursue profit.

c) A program cannot be both creative and profitable.

d) Computer scientists are obsessed with the profitability of their work.

e) Non-profit institutions use large amounts of software.

Part-B (5 × 10 = 50 Marks)

11. a) Small talk is an essential component in corporate life. There are some well-defined dos and don'ts while you are engaged in small talk. One is done for you. Find the others. This conversation is happening at a party.

Read the small talk below and find the 10 mistakes.

Woman 1 : (Standing in a corner drinking a glass of wine by herself)

Man　　　: Hi there. Why aren't you dancing?

Woman 1 : (Smiles. No response.)

Correction : It is rude not to say anything or answer someone, even if you are shy or don't know the person.

Man　　　: Hello. Have you tried Felicia's punch yet?

Woman 2 : No, but I was just about to.

Man　　　: Don't. It's terrible.

Woman 2 : Oh. Okay.

Man　　　: So, how are you knowing Rick?

Woman 2 : Oh, Rick and I go way back. We studied nursing together.

Man　　　: Nursing. Hmm. I heard on the radio today that all of you nurses are on strike. Are they not paying you enough?

Woman 2 : Actually it's about working conditions.

Man　　　: I see. So, have you had a chance to take a dip in the pool yet?

Woman 2 : No, not yet. How about you?

Man　　　: No, I need to lose some weight before I put on a bathing suit. But you have a great figure.

Woman 2 : Uh, thanks. Well, I better go and jingle. There are a few people I haven't said hello to yet.

Man　　　: Wait! Did you hear that the Pope is coming to town?

Woman 2: Ya. I heard that on the news today. I bet it'll be really tough to get to see him.

Man　　　: I know. But I'm not Catholic anyway. Are you?

Woman 2: Yes, I am actually. Well, it looks the sun is finally coming out. I think I'll go take that swim.

Man　　　: You better hurry. I hear they are asking for thunderstorms this afternoon.

b) Read the instructions given below and write an email in a clear concise manner.

Directions:
  i) Use all the phrases given
  ii) Minimum words should be 50 otherwise your email cannot be validated
  iii) Addressing and signing should be done as in the question given.
  iv) Common grammatical rules, punctuation should be according to Standard English.
  v) You can use your own phrases along with the phrases given.

Using the following phrases, write an email with a minimum of 70 words to your final year project guide explaining the delay in the project submission.

Submission date - foreign edition books - Schedule - 10th June - laptop crash - delay in printing - overall status - 9 days - approve the extension - shortage of money

12. a) Read the passage and then respond to the questions. Each question will ask you to make a logical inference based on textual details. **Explain your answer by referencing the text.**

   Gina looked in the mirror at the bright red pustule on her nose. She poked at it carefully, afraid that it might burst on her dress. It was large and painful. The more she prodded it, the larger it got. This is not how it was supposed to go! Gina thought to herself. Then she began crying. Her mother yelled up the stairs, "Gina! Eric is here!" Gina was distraught even more by this news.
   Now her makeup was running and just as she feared, some of it got on her dress. "Why me? Why today?" Gina lamented to herself between sobs and gasps.

   i) Why is Gina upset at the beginning of the passage? How do you know this?
   ii) Who is Eric?

   b) Your college is organising a symposium on latest technical trends. Write a mail to the principal and staff members of an engineering college next door inviting them to attend the symposium.

13. a) Rearrange the following six sentences (1), (2), (3), (4), (5) and (6) in the proper sequence to form a meaningful paragraph.
   i) He immediately acknowledged Mohan's good work and invited him to his home for dinner.
   ii) One day a wealthy merchant sent his son's bicycle to the shop for repair.
   iii) The next day the merchant came to claim the bicycle and noticed that it was shiny.
   iv) After repairing the bicycle, Mohan cleaned it up and made it look new.
   v) Once upon a time, there was a boy named Mohan who worked as an apprentice in a bicycle shop.
   vi) Other apprentices in the shop laughed at Mohan for doing unnecessary work.

   b) Study the picture carefully and write a paragraph based on your observations. The word limit is 75 to 100 words.
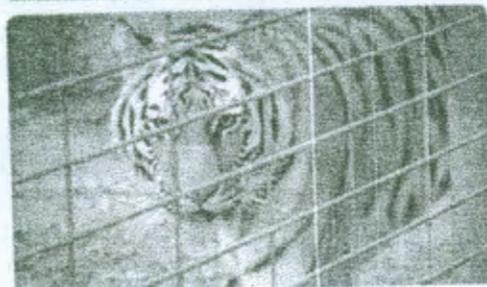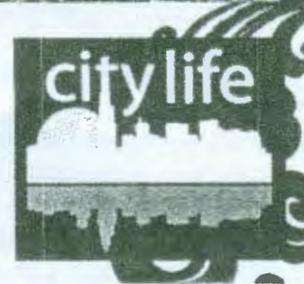
14 a) Draw a mind map classifying the types of students.

b) Study the picture given below and write a paragraph based on what you see.

15. a) Write a passage based on the information given in the picture.

Village life   City life

b) Read the memoir below to fill the table

My parents had been talking for months and months about a new and wonderful addition to our family. They showed me pictures of Elena and pictures of where she lived, and they told me what little they knew of Elena's life in Sarajevo.

There was a war going on that had taken the lives of many people and destroyed much of the country. One group of people wanted to gain control of the country. Elena's parents had been killed, and her grandparents had been taking care of her. Her grandparents became sick and couldn't give Elena the attention a five-year-old needs.

Elena's grandparents felt that the best chance for her to grow up in a safe place was to give her up for adoption in another country. When our community center agreed to help place orphan children, that's when my parents got involved.

I couldn't help feeling a little angry and depressed. I didn't ask for this "new addition". Now there would be Nina and Elena Davis. I knew my parents would fuss over her. They were already fussing over what food to make for her and what clothes of mine she'd fit into-and she wasn't even here yet! I had just about made up my mind to ignore her.

I'd heard stories on the news about orphans, but they just seemed like made-up stories about made-up people. Then I saw Elena as she arrived at the airport. As I watched her eyes search fearfully through the crowd for a familiar face, I realized she was a real person. I saw a very lonely and frightened little girl. I thought about how Elena had suffered through many things that I would never have to undergo. That one look changed how I thought about her. That was when Elena became my sister!

War broke out in Sarajevo.	
	Elena's parents were killed in the war.
Elena's grandparents had given her up for adoption.	
	An adopted sister was coming, and Nina thought her parents would fuss over her new sister.
Nina welcomed Elena as her sister.	

16. a) Use a Venn Diagram to represent the similarities and differences between Firefox and Internet Explorer.

   Firefox and Internet Explorer are two of the most popular web browsers currently in use. A report on browser statistics from w3schools.com shows that in August of 2009, Firefox made up 47.4 percent of the user's browsers. Internet Explorer versions 6, 7 and 8 totaled 13.6 percent, 15.1 percent and 10.6 percent respectively.

   The difference is the software itself. Internet Explorer is the default web browser with the Microsoft Windows operating system, much like Safari is the default web browser for Macintosh OS. Firefox, however, does not come with either system. Users must visit Mozilla's website to download the browser before they can use it.

   These small differences aside, the two are the same in that they are applications used to browse the Internet.

   Firefox is a newer browser, and created by an independent company, rather than being a part of a larger company's operating system development. The first version of Firefox was released in November 2004, with its first major update in November 2005. Since then it has released two new versions, the latest being Version 3.5 in September 2009.

   One of the things that make Firefox so unique is its ability to install add-ons. From its website at addons.mozilla.org, users can choose from thousands of add-ons that do everything from giving the user additional themes, give more media options and add to social networking experiences. This ability to customize to such a great extent has led to many good reviews of the browser itself. Firefox is also much better at rendering pages properly.

   When it comes down to it, it is all up to the user's preferences. Users who use the Internet simply to check email or read the news may not see the need to download another browser simply to do the same thing. Internet Explorer accomplishes everything a basic to intermediate user may need. Firefox on the other hand is for users who may want or need more out of their browsing experience: different themes for customization, add-ons to assist with website building and social networking sites.

   Many browsers on the market are competing for as much market share as they can get. Some of the biggest names on the market are Internet Explorer, Firefox, Safari, Opera and Chrome (from Google), and those five currently dominate the browser market. The two largest competitors are Internet Explorer and Firefox themselves.

   Firefox's current success could be attributed to Internet Explorer's shortfalls, as with each new Internet Explorer update, not enough seems to change to convince older users to start using it again. As more young-age users start to use the Internet, customization, speed and security is a must, and standards compliance is an added bonus for webmasters who don't like struggling to make their websites fit Internet Explorer's engine. Internet Explorer is a great browser for basic use, but Firefox appeals to the users with more to do and more time spent online, and that is quickly becoming the norm.

   b) Read the following editorial and complete the exercises:

   Health Risks of Cigarette Smoking

   Modern lifestyles are increasingly leading to problems of health. More and more, one hears about illnesses caused by poor diet and lack of exercise. The pressures of daily life often cause or exacerbate psychological disorders or lead to severe stress and stress-related illnesses. In many cases it is impossible to remove the causes of these health problems. However, one proven cause of serious health problems that is not beyond the individual's control is cigarette smoking. Although it is not easy to do, a smoker can decide to give up smoking, and effective medical and psychological assistance is available for those who wish to do so. Those who continue to smoke, however, will, sooner or later, almost inevitably suffer the consequences of their habit.

There are two very serious medical consequences of cigarette smoking. Inhaled cigarette smoke clogs the natural filters in the windpipe. As a result of this clogging, particles and other impurities begin to accumulate there. In addition, the lungs also become clogged with impurities. As these impurities, including tar and smoke particles, build up in the lungs, they infect the system of pipes conducting air from and to the lungs. The smoke-borne impurities are instrumental in the formation of cancer cells. Another result of smoke damage is the loss of elasticity of the lungs, which can no longer efficiently pass oxygen to the blood supply. It is thought that the potentially fatal disease emphysema may result from this inability of the lungs to function efficiently. In addition to diseases of the lungs, medical scientists have noted an alarming increase in diseases of the heart and circulation among people who smoke cigarettes. It has been found that the presence of tobacco in the blood stream causes blood vessels to contract, thus slowing circulation, which eventually leads to hardening of the arteries. As the arteries stiffen, less blood reaches the brain, and the end result of this slowdown is a "stroke". In addition, tobacco in the blood stream reduces the ability of the hemoglobin to release oxygen, resulting in shortness of breath. The lack of oxygen forces the heart to beat faster – that is, the pulse rate increases – and this in turn accelerates the risk of a heart attack. Heart attacks, strokes, lung cancer, and other serious diseases are common consequences of cigarette smoking. Although these are among the most serious effects of this habit, they are by no means the only ones. In addition to medical consequences, there are also social, psychological, and economic consequences of smoking. Because of the dangers of second-hand smoke as well as the unpleasant odor associated with smokers, smoking has been banned from most public areas in Canada and many other countries. Smokers are increasingly becoming pariahs in the societies where they live and work, and this often causes unpleasant psychological consequences, such as loss of self esteem. Finally, it is an increasingly expensive habit that few smokers can easily afford.

Exercise 1:   Identify all the words and phrases that indicate a cause – effect relationship.

Exercise 2:   Using information from the essay, complete the following flow diagrams:

i) Smoke tobacco □impurities clog the filters in the windpipe

ii) Smoke tobacco □impurities get into the blood

17. a) Read the problem statement and write down your solutions to the problem. Use the prompts given in the task.

Problem – Endangered Wildlife

Solution #1: Should the government pass laws or policies that provide greater protections for preserving and protecting wildlife? If so, what types of laws? Should it go after corporations that endanger wildlife. If so, how?

Solution #2: Should corporations take a lead in protecting wildlife? If so, how?

Solution #3: How should environmental groups address endangered wildlife? What are some of the things they can do to push the government and corporations to protect the environment? If so, how?

b) Write a short note on the types of pollution.

There are four main forms of pollution

Air pollution

Land pollution

Pollution

Noise pollution

Water pollution

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