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**Code No: EG1501**

**GEC-R14**

**I B. Tech I Semester Reg./Suppl. Examinations, December 2016**

**PROFESSIONAL COMMUNICATION - I**  
**(Common to All Branches)**

**Time: 3 Hours**

**Max. Marks: 60**

**Note:** Part A has only one question (numbered I) with three sub-questions organized as a, b and c. Answer all three sub-questions. In Part B, answer any four of the six questions. Please note that each question, numbered I, II, III, etc., has sub-questions, and when you choose to attempt a question, you are required to answer all the sub-questions that are part of it.

**PART-A**

**I. Read the passage given below and answer the three sets of questions that follow:**

***I Am Malala: The Girl Who Stood Up for Education and was Shot by the Taliban***

By Malala Yousafzai co-written with journalist, Christina Lamb

“I had been given an award for campaigning for peace in our valley and the right for girls to go to school. In my room in Pakistan were all the gold-coloured plastic trophies I had won for coming first in my class. Only twice had I not come top – both times when I was beaten by my class rival Malka e-Noor. I was determined it would not happen again. I told my best friend Moniba everything. We’d lived on the same street and been friends since primary school. We shared everything, Justin Bieber songs and Twilight movies, the best face-lightening creams. Her dream was to be a fashion designer although she knew her family would never agree to it, so she told everyone she wanted to be a doctor. It’s hard for girls in our society to be anything other than teachers or doctors, if they can work at all. I was different – I never hid my desire to be an inventor or a politician”, said Malala.

In 2008, a young girl complained about the situation of education for girls in a press club with various newspapers and television channels covering, the event. Little did she know her spoken thoughts would cause turbulence deep in the mountains of Afghanistan.

Follow the true-story of Malala Yousafzai, titled simply, *I Am Malala: The Girl Who Stood Up For Education And Was Shot By The Taliban*. On October 9th, 2012, Malala rode on the bus from school in Swat Valley, Pakistan. This was the day she was shot at point-blank range.

In 2011, picturing a confrontation with her threateners, she hoped to explain how education was everyone's basic right. *I Am Malala: The Girl Who Stood Up For Education And Was Shot By the Taliban* explains the power of words - and that they can create fear but can also bring hope.

The youngest ever nominee for the Nobel Peace Prize, at the tender age of sixteen, brings you her tale. The book talks about a society where sons are revered and daughters shunned and how one family fights against repressive norms.

**Source: amazon.co.uk**

**a. Answer the following questions, each in a sentence or two and not exceeding 50 words. Please note, however, that 3, 5, and 7 are multiple-choice questions.**

**10 × ½ = 5M**

1. Identify two aspects of Malala's personality that emerge from your reading of the written text above.
2. What lesson has Malala taught to the world through her actions?
3. Which one of the following ideas is mentioned in the above passage?  
(A) Encourages girl education.  
(B) The campaign against bonded and child labour in India and beyond.  
(C) Establishing charitable trusts to earn money.  
(D) It is an easy way to win laurels like Noble Prize.
4. Do you believe people like Malala become successful in a country like Pakistan where conservative norms are rigid?
5. The word "turbulence" referred in the second paragraph mean-  
(A) random            (B) Confusion            (C) freedom            (D) slavery
6. What is the meaning of the expression from the fourth paragraph – "the power of words - and that they can create fear but can also bring hope".
7. What is meant by 'basic right' according to Malala?  
(A) enjoy equal rights along with men to enjoy academics  
(B) to lead a happy life  
(C) to lead a happy life with sound health  
(D) a country which is free from liberty.
8. Explain, in your own words, what you think Malala Yousafzai means when she says: "It's hard for girls in our society to be anything other than teachers or doctors, if they can work at all".
9. In what way does Malala wish to ensure girlchildren equal rights with men?
10. What do you learn about girls' goals in Malala's community from paragraph one of the above passage?

- b. Find a single word in the passage given above for each of the following word groups. Write the number of each word group and its one-word substitute in the answer book.**  $4 \times \frac{1}{2} = 2M$

- i. Someone who has been nominated for something
- ii. To feel great respect or admiration for somebody / something
- iii. Someone who has invented something or whose job is to create things
- iv. An angry disagreement between people or groups who have different opinions

- c. Write an imaginary discussion as suggested below.**

Write an imaginary discussion between you and one of your friends. In the discussion your friend argues in favour of Malala's views in encouraging girl education, while you argue that you have some other ideas to encourage girl education.

The discussion must have at least ten exchanges consisting of 150 – 200 words.  $1 \times 5 = 5M$

### **PART B**

- I. Read the telephone conversation given below and the questions that follow.**

**Parent:** Hello. I am Sanath's mother.

**Teacher:** Tell me. What do you want?

**Parent:** My son is unwell. He will not submit the assignment.

**Teacher:** I don't care. He should do it at any cost.

**Parent:** I will complain to the Principal.

**Teacher:** Shut up! I will cut his marks.

**Parent:** How dare you! I know how to get marks for my son.

**Teacher:** I know the ways to trouble your ward.

**Parent :** I too know the ways to trouble you.

**Teacher:** Your son will face the consequences for this.

**Parent:** I will see your end.

**Teacher:** I am least bothered.

**Parent:** Go to hell.

**Teacher:.** You go to hell.

- a) Why does the communication fail in the above conversation?**

**Write your answer in not more than 150 words.**  $1 \times 5 = 5M$

- b) Rewrite the conversation, making the communication successful. In the rewritten conversation, both the partners must sound polite and positive having the features like: greeting, making a request, conveying the information, thanking.**  $1 \times 7 = 7M$

## II. Read the dialogue given below and answer the questions that follow.

**Shreya:** Hi! You're too early for the next group meeting, dear.

**Kalpana:** I'm terribly sorry I'm late. I was caught in a massive traffic jam for nearly an hour.

**Shreya:** Traffic jams are part of life in the city, my girl. Learn to start early.

**Kalpana:** I did start early. I left home at quarter past nine. There wasn't much traffic on the SR Road and I reached City Square in 10 minutes. As luck would have it, I decided to take the short cut to the University and turned into a by-lane of Majestic Road. That was a big mistake. I didn't realise today is the market day and boy, the place was crowded. It was full of people and vehicles! To make matters worse, just as I entered the lane two trucks collided a few meters ahead of me ... and within seconds the place was filled with vehicles and pedestrians. There wasn't an inch for me to move!

**Shreya:** Stick to the main road; that's my policy. Even if there's a jam, it gets cleared soon. No one bothers about the lanes and back streets.

**Kalpana:** I'm not so sure it's a good idea to ride on the main roads. I gave up riding on the main roads after I was crowded off the road a couple of times.

**Shreya:** I think we should give up riding to University and start using the public transport system.

**Kalpana:** But that isn't convenient, is it? One has to wait, learn to survive the unruly crowd of passengers, learn to jump off moving buses ...

**Shreya:** (Laughing) I know. Let's form a riders group. I think it's a great idea. We'll give ourselves a catchy name. The Tech Eagles or something.

**Kalpana:** That's wonderful. We'll ask the volunteers for their address and form small groups of girls living in the same part of the city. Each group can work out its schedule, so at any given time at least two or three of them ride together.

**Shreya:** Great. Let's start work today. I am sure the girls will really join our group. Someone or the other is being harassed everyday. This will put an end to it.

**Kalpana:** What're you saying? Is driving to the university such a big task?

**Shreya:** I'm talking about girls riding home at slightly odd hours, after their special classes or practical classes.

**Kalpana:** Tell me more about it! One needs to be aware of this.

**Shreya:** Well, the other day some guy posing as a traffic cop tried to stop Kokila. Luckily for her, she didn't. Again there was this incident where one of our senior girls was chased by a group of intoxicated people. She had the presence of mind to stick to the main road and they gave up after a while. Then a trucker harassed Susila, who lives in the outskirts of the city, by constantly honking. Things of the sort.

**Kalpana:** Thanks for telling me. I think we should create a forum to discuss these issues. People can share their experiences with one another. The forum could also interact with the city police and lodge complaints on behalf of the affected members.

**Shreya:** How wonderful! Let's not waste any more time. You take care of the commuters' forum, you seem to have a good idea about it. Let me organise the rider's group.

**Kalpana:** Sure.

- a. Ten expressions/sentences in the dialogue illustrate the seven communication strategies listed below. Identify them. Copy, in your answer book, each communication strategy and then write against it the expressions/sentences it illustrates.  $10 \times \frac{1}{2} = 5M$**

- |                                   |           |
|-----------------------------------|-----------|
| a. Giving advice/suggestion       | 1. _____  |
| b. Expressing polite disagreement | 2. _____  |
| c. Adding emphasis                | 3. _____  |
| d. Being sarcastic                | 4. _____  |
| e. Expressing an opinion          | 5. _____  |
| f. Making a suggestion            | 6. _____  |
| g. Expressing surprise            | 7. _____  |
|                                   | 8. _____  |
| h. Encouraging by agreeing        | 9. _____  |
|                                   | 10. _____ |

- b. Next day, both Shreya and Kalpana meet the Mayor of their city to discuss their plans of organising a discussion to discuss the issues stated in the dialogue. They also invite the Mayor to be a part of the discussion in the forum. Write an imaginary dialogue between Shreya and Kalpana, and the Mayor. Use expressions / sentences illustrating at least five communication strategies (such as *greeting, explaining, inviting, seeking clarification, accepting invitation* etc). There should be a minimum of seven exchanges in your dialogue.  $1 \times 7 = 7M$**

- III. There is an error in each of the underlined sentences in the following dialogue. Rewrite the sentence correcting the error. In your answer book, write the letter of each underlined sentence and then write the corrected sentence.  $12 \times 1 = 12M$**

**Sunita:** Excuse me, sir. I'm looking at (a) a place to eat. Can you tell me if there are any restaurants in this mall?

**Geeta:** Sure. There are several. What kind of a food (b) are you thinking about?

**Sunita:** I'm not sure. Anything but fast food.

**Geeta:** There is a nice Japanese restaurant on upstairs (c). It's little expensive (d) but the food is good.

**Sunita:** Oh. Sounds good, but I have eaten Japanese food last night (e). I'd rather try something else.

**Geeta:** Okay. How about Italian? Or may be Chinese?

**Sunita:** Italian sounds good, but so does Chinese. I just can't decide. Is there any American places here (f)?

**Geeta:** Yes, there's a very good steak house in downstairs, (g) and you'll find *KFC* at the parking lot. What about either of those?

**Sunita:** I'm sorry to be such a bother, but nothing strike (h) my fancy. I guess I just won't eat anything since awhile. (i)

**Geeta:** Well, I'm afraid that's all there is here in the mall.

**Sunita:** That's too bad. I'm sorry with (j) my indecision. I guess what, what I really need is a good buffet.

**Geeta:** Hmmm.... I remember to go to a buffet not far from here. They have foods from different countries. It's about two blocks away. It's quite good, too.

**Sunita:** That sounds great. Maybe I should do that.

**Woman:** But the food's price (k) is very high.

**Sunita:** Of course, it may be.

**Geeta:** If it is tasty, we consume it happily. (l)

**Sunita:** O.K. Let's go.

#### IV. Answer the questions as directed.

a) Identify the meaning of each of the four underlined idioms/phrases and write its number (i), (ii), (iii), or (iv), as the case may be in your answer book.  $4 \times 1 = 4M$

- On seeing the tiger suddenly, Ram lost his head.  
 (i) he is panic  
 (ii) he is very angry with the tiger  
 (iii) he is very annoyed by tiger's behaviour  
 (iv) he is very happy
- It rained cats and dogs yesterday.  
 (i) to rain slowly (ii) to rain in icicles  
 (iii) to rain heavily (iv) cats and dogs in rain
- Amit Shah is a big cheese in Indian politics today.  
 (i) a hefty man (ii) a short man  
 (iii) a tall man (iv) an important and influential man
- Once in a blue moon, my friend visits my house.  
 (i) often (ii) very rarely (iii) always (iv) everyday

b) Fill in the blanks in the four dialogues given below with appropriate collocations (word combinations) from the boxes. Write, in your answer book, the number of each dialogue and the collocation that fills in the blank.  $4 \times 1 = 4M$

have a chance	does shopping	making sense of
make sure	have a grudge	made a fortune

1. Rajesh: Did he \_\_\_\_\_ that all his documents are in order?

Sirish: I think he might have done it..

2. Sailaja: How has this man \_\_\_\_\_?

Harita: He has started an industry with novel ideas.

3. Karthik: What does your mother do in the weekends?

Madan: My mother \_\_\_\_\_ every week.

4. Suman: Why do they \_\_\_\_\_ against the other team?

Supriya: I am not aware of the mysterious fact.

**c) Choose the appropriate word that completes each sentence given below and write its number (i), (ii), (iii), or (iv), as the case may be in your answer book.  $4 \times 1 = 4M$**

1. The milk factory is accused of \_\_\_\_\_ products with cheap additives.

(i) delineating (ii) adulterating (iii) gambling (iv) commiserate

2. Although the twins appear to be identical physically, their personalities are \_\_\_\_\_.

(i) dissemble (ii) friction (iii) desperate (iv) dissolution

3. There is a \_\_\_\_\_ between estimated spending and actual spending.

(i) Deterrent (ii) dissemble (iii) paeon (iv) discrepancy

4. Now-a-days the school children have a huge reserve of \_\_\_\_\_ talent.

(i) pejorative (ii) mischievous (iii) latent (iv) oscillate

**V. Write two paragraphs of 150 words each on the following topics. Each paragraph must have adequate and relevant ideas on the topic, and the ideas should be properly organized using strategies such as coherence and cohesion. Proper use of words and grammatical accuracy also matter. Besides, the paragraph must have a topic sentence.**

a) Is technology an effective aid in helping students learn better. **(6M)**

b) Can religion and science co-exist? **(6M)**

**VI. Read the passage given below and answer the two questions (a) and (b) that follow.**

Child labor has been an international concern because it damages, spoils and destroys the future of children. The problem of child labor is a serious matter not only in India but also in other developing countries. Children are the hope and future of a nation. Yet, there are

millions of deprived children who have never known a normal, carefree childhood.

The law in Indian soil says that any child under age of 14 cannot be employed either in a factory or office or restaurant. In fact, India's international business has been severely affected in many cases because child labors, violating human rights, have been used at some stage or the other in manufacturing, packaging a transport of those items. And, in a large number of cases, export of ready-made garments, prawn and several other items from India has been rejected on grounds of child labor being used. Truly speaking child labor is frequently utilized in India in various places of production and service, e.g., small scale industry, restaurant service, domestic aid, shopkeeper's assistant, stone breaking, book binding, in fact in every house-hold industry. (183 words)

(<http://www.importantindia.com/8734/short-essay-on-child-labor/>)

- a. Complete the following notes of the key points of the passage. Write down all the points in your answer book.  $4 \times 1 = 4M$**

- i. Children are deprived .....
- .....
- ii. Indian law says .....
- .....
- iii. International business of India .....
- .....
- iv. Child labor is frequently used in .....
- .....

- b. Using the notes you have made, write a summary of the passage. Use 50 to 60 words in your summary and give a title to it..**

**$1 \times 8 = 8M$**

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