

**CONFIDENTIAL**

HERITAGE INSTITUTE OF TECHNOLOGY

B.Tech. 1st Semester Class Test Examination Session: 2021-22(ODD)

Discipline: B.Tech.(AEIE, CSBS, CSE,IT,ECE)

Paper Name: Communication for Professionals

Paper Code: HMTS1011

Time Allotted: 1 hr

Full Marks: 30

*Figures out of the right margin indicate full marks.**Answer all the questions**Candidates are required to give answer in their own words as far as practicable.*

1(a)	Define a phoneme with a relevant example	CO2	[Remember/LOCQ]	2+ 4+4 =10
(b)	Write the following words in normal English orthography /nɒt/ /sɪmp(ə)l/ /ə'baʊt/ /hæpi/		[Understand LOCQ]	
c)	Give the phonetic transcription for the following words: Time Pill Book Steal		[Understand LOCQ]	
2	Naina and Ritu are not just colleagues but also great friends. Ritu is far more sincere about work than Naina and is thus much appreciated by her other team members as well as the boss. This irks Naina and she grows jealous of Ritu. This strain in the relationship adversely affects Naina's performance and she is unable to contribute. Of the various levels of communication known to you, which level / levels of communication should Naina engage in, so that she can save her friendship with Ritu and also, contribute positively to her work. Explain in detail how engaging in these levels of communication will help Naina.	CO3	[Analyze IOCQ]	10
3	As the Head of the Learning and Development Department of your company, write a letter seeking quotation to the Sales Manager of HP for products necessary to establish five Smart Classrooms for conducting training. Assume necessary details regarding the list of products and raise queries accordingly.	CO 1	[Evaluate/HOCQ]	10



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Cognition Level	LOCQ	IOCQ	HOCQ
Percentage distribution	33.33%	33.33%	33.33%

Course Outcome:

After the completion of the course students will be able to

1. Write business letters and reports
2. Communicate in an official and formal environment.
3. Effectively use the various channels of communication at work place.
4. Use language as a tool to build bridges and develop interpersonal relations in multi-cultural environment.
5. Learn to articulate opinions and views with clarity.
6. Use various techniques of communication for multiple requirements of globalized workplaces.