

BITS PILANI, DUBAI CAMPUS
Dubai International Academic City, U.A.E.
Year II Semester II 2010-2011
COMPREHENSIVE EXAMINATIONS (CLOSED BOOK)

Course No: TA C312

Course Title: Technical Report Writing

Date: 25.05.11

Time: 3 hrs

Maximum Marks: 105

Weightage: 35%

Note:

1. There are three parts of the question paper: Part A, Part B and Part C. Answer questions of Part A, Part B and Part C in the separate sheets provided for this purpose.
 2. Answer questions in sequence.
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PART A

- I. The Purchase Manager of Complete Table, Inc. ordered five crates of Valjean Crystal Stemware. You received a letter from him/her on 20 May 2011 informing that 2 crates had the stemware broken and damaged. He / She has also claimed that you should replace them at the earliest.

As, James Sparrow, Customer Relations Manager of Bruni Glass, Inc., draft a suitable **adjustment letter** granting the claim.

(20 marks)

- II. *Write a précis* of the following passage. Your *précis*, in clear, connected English, should be given *a brief title* and *the number of words* used should be indicated at the end.

(15 marks)

There is no doubt that people are growing more and more interested in the seas, and that there is a great need for that interest. Men have long tried to probe the secrets of the oceans to gain knowledge for its own sake, but there are other practical reasons for doing so. The sea can provide us with many things that we need in everyday life. Future generations will probably draw more on the seas for their food, and not only food in the form of fish. Minerals necessary for modern industries are also there, when we can find out how to extract them.

We have explored and mapped most of the land, and we are quickly exploring the air. The seas present a greater difficulty because we cannot yet, and probably never shall be able to, set foot on the deep ocean floor.

The aim of the extensive ocean-going expeditions, of the marine biological stations around the coasts, and even of those who simply study the shore uncovered by the tide, is to build up our knowledge of this vast and unfamiliar world beneath the waves. In some cases the knowledge gained can be put to practical use, but much of it is for interest only.

For the very early mariners, interest lay in the currents, and especially those at the surface that carried their ships along. They were also interested in the weather over the sea. Yet, even these hard-bitten seamen were not immune from a curiosity about the animals and

plants that lived below the waves. Their first impulse may have been to seek trade overseas, or to fish for food, but over and above this, anything strange or beautiful, whether caught up in their nets or cast ashore by the tides, caused them to wonder. So, from the earliest time, the pursuit of practical everyday things went on side by side with the inquiry that springs from a desire to know more. Bit by bit grew the knowledge of the physical features of the seas, of such things as currents, waves, and winds, as well as of the biology, the knowledge of animals, and plants.

(362 words)

PART B

- I. The Indian Railways is considering major changes to improve the facilities currently available on its Express Trains . You have been told to conduct a Customer survey about various facilities travellers need,their satisfaction level,and suggestions to make train travel enjoyable and comfortable.

You are required to prepare a **Questionnaire** with fifteen questions to be distributed to train travellers. (20 Marks)

You also have to draft a **covering letter** giving the necessary details. (15 Marks)

PART C

- I. King Grocery must implement a worker-incentive wage program. This plan would establish standards for warehouse workers and generously reward those who exceed the standard with extra pay and time off. The current wage program pays everyone the same, causing dissension and underachievement.

You have been asked to analyze the situation by conducting an internal survey or interviews with the employees and give your recommendations for the same.

Write a report addressed to your boss. Use the *memo format*. (35 marks)

BITS PILANI, DUBAI CAMPUS
Dubai International Academic City
YEAR II - SEMESTER II 2010-2011
TEST II (OPEN BOOK)

Course No: TA C312

Course Title: Technical Report Writing

Date: 24.04.11 Time: 50 minutes

Maximum Marks: 60

Weightage :60

Motivating the employees for optimal performance and retaining the trained personnel in an organization is very important in today's competitive business world. But it is also one of the most difficult tasks that the personnel manager always faces in the organization. A large-scale survey was conducted among Senior Level Managers, Mid-Level Managers and Floor Supervisors. Two hundred and fifty (250) from each group participated in the survey in which the respondent indicated one most preferred motivator for himself at work.

The following table gives the frequency count for responses from each group:

	Senior Level Managers	Mid-Level Managers	Floor Supervisors
Money	80	68	109
Knowledge Training	80	38	33
Social Rewards	40	74	78
Flexible Hours	50	68	28
	250	250	250

As the Personnel Manager, analyze the data and write an interpretive report for the Vice President of a large corporation. Write only the following elements of the report. Invent the necessary details.

- 1. Introduction** (20 Marks)
- 2. Discussion** (30 Marks)
- 3. Conclusions** (10 Marks)

