

BITS PILANI, DUBAI CAMPUS
Dubai International Academic City, U.A.E.
Year II Semester II 2011-2012
COMPREHENSIVE EXAMINATIONS (CLOSED BOOK)

Course No:TA C312 Course Title: Technical Report Writing
Date: 3.06.12 Time:3 hrs Maximum Marks:120 Weightage:40%

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

Q 1. The Management of Intertec International, Dubai is greatly concerned about the growing absenteeism among the employees of its various divisions. As the Human Resource Manager, you have been asked to investigate the causes of absenteeism and submit the details to the Managing Director.

Prepare a mail *Questionnaire* containing 15 questions, to be distributed among the employees of the company asking information and reasons of absenteeism. Also enclose a *cover letter* for the same.

Questionnaire (20 Marks)

Cover Letter (20 Marks)

PART B

Q 2. Read the following passage and condense it to write a précis. Also give a suitable title to the précis. (15 marks)

Have you ever wondered why soldiers are always clad in green? This is to enable them to camouflage themselves during wartime. Hiding in the jungles, their green attire blend into the surrounding trees and shrubs, making it difficult for the enemies to spot them.

Long before man make use of camouflaging, insects have already adopted the tactic of disguise to escape from the clutches of their predators. By having body colors close to those of the rocks and dried leaves, they catch less attention from the predators and hence escape from being pursued. However, this kind of disguise works only if the insects remain still in the presence of their predators.

Butterflies and moths have developed a variety of camouflage strategies since they are quite defenseless and their predators - birds are abundant in supply. Many moth caterpillars resemble dead twigs while the young of certain species of butterflies appear like bird droppings. Adult butterflies and moths camouflage themselves too, in attempts to escape from their hunters -- birds

who are superior gliders. Possessing wings which resemble dried leaves help certain butterflies and moths to hide among heaps of dried leaves when predators are around.

Fortunately, not all insects choose the art of disguise to escape from their predators; otherwise, the world would be so dull and colorless. There are insects which assimilate the bright body colors of bees and wasps to escape from being pursued by their predators. The concept of mimicry was derived, owing to the bees and wasps. Long ago, birds have already learnt to avoid brilliantly colored wasps and bees in fear of their painful stings. Hence, over millions of years, many harmless insects have assimilated the bees and wasps by imitating their bright body colors and shapes. In this way, they appear dangerous to their predators and hence ward them off.

Mimics of the wasps and bees are most commonly found in the gardens. The furry, plump bee-fly not only appears like the bumble bee in terms of body colors, even its hums sound similar too. The only difference is that the bee-fly does not have a sting and is hence harmless. The hoverfly is another insect which imitates the body colors of the wasps. Their bodies are striped yellow and black. The only deviations are that hoverflies do not have stings and they have only one pair of wings each while wasps have two pairs each. These variations are hardly noticed by the predators and hence help them to escape. (416 words)

Q 3. Your company, 'PC Peripherals' manufactures cartridges of all types and sizes for a variety of laser printers available in the market. Mr Peter Coder from 'Software Inc.' ordered seven cartridges for EPSON laser printers.

EPSON is usually advertised as a clone of Xerox. Under this assumption, you sent seven cartridges which are suitable for Xerox printers and their compatibility versions. When Mr Coder used these cartridges he realized that they were a quarter inch thicker and hence do not fit in EPSON printers. He then wrote to you claiming for immediate replacement before the inauguration of his new office.

In reply write an adjustment letter, positively granting his claim. You are Marc Zavier, Sales Manager. (25 marks)

PART C

Q. 1. Full Feed is a chain of restaurants which is receiving customer complaints about one of its branch outlets in the eastern region and is losing sales for the past two years. As Sales Manager of the eastern region, you have been asked by the CEO of the company to investigate the problem and recommend solutions. Draft your report in the *memorandum format* and send a copy to the General Manager.

(40 marks)

BITS PILANI, DUBAI CAMPUS

Dubai International Academic City, U.A.E.

Year II-Semester II 2011-2012

TEST II (OPEN BOOK)

Course No: TAC 312

Course Title: Technical Report Writing

Date: 12.04.2012

Time: 50minutes

Maximum Marks: 60

Weightage:20%

The Managing Director of Oxford Publishers is concerned over the drop of sales and popularity of their three regular magazines. As the Market Analyst you have been asked to conduct a survey to find out the reasons for this drop in readership and suggest measures to improve the popularity of the magazines as well as their readership. Oxford Publishers are also ready to modify the content of their magazines based on the results of the survey.

You have surveyed potential readers of the given age group and collected the data which is given below.

Age	Name of the Magazine	Eve's Weekly	Economic Times	Sports Today
18-25		24	21	20
26-35		26	13	27
36-45		28	33	36
45 onwards		22	33	17

The numbers are given in percentages.

Write an interpretive report based on the above data. Invent the necessary details.

Write only the following parts of the report:

1. Introduction (30 marks)
2. Discussion (30 marks)

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Dubai International Academic City, U.A.E.
Year II-Semester II 2011-2012
TEST I (CLOSED BOOK)

Course No: TAC 312

Course Title: Technical Report Writing

Date: 26.02.2012

Time: 50minutes

Maximum Marks: 75

Weightage:25%

Answer each main question on a fresh page.

Answer all the questions in the same sequence given below.

Q.1. As an Administrative Officer you have to inspect a laser printer and submit a report. Prepare a proforma for the same. (25 marks)

Q.2. Write short notes on the following Barriers that exist in an organization: (20 marks)

- (a) Fear of Superiors
- (b) Emotional Outbursts
- (c) Impervious Categories
- (d) Differing Backgrounds

Q. 3. Mention three important differences between a report and a literary composition. (6 marks)

Q. 4. Why do engineers and scientists need training in report writing? (9 marks)

Q. 5. 'Non-verbal communication complements verbal communication.' Justify the statement by explaining it with reference to

(15 marks)

- (a) Gestures
- (b) Facial expression

BITS, PILANI – DUBAI CAMPUS
YEAR II- SEMESTER II 2011-2012

QUIZ
VERSION A

Course No: TAC 312 Course Title: Technical Report Writing Time: 20 minutes
Maximum Marks:15 Weightage: 5

Write your answers here

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Choose the correct option and write it in the space provided above

1. A title page does NOT contain the following information
 - a. Classification
 - b. Report number
 - c. Name of the author
 - d. Name of the approving authority

2. A letter of transmittal is generally placed soon after the
 - a. Title page
 - b. Acknowledgements
 - c. Preface
 - d. Table of Contents

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3. Generally the length of a summary is
 - a. Two to five percent of the original report
 - b. Five to ten percent of the original report
 - c. Seven to fifteen percent of the original report
 - d. Ten to twenty percent of the original report

 4. The list of references may contain citation of
 - a. Books and manuals
 - b. Articles and websites
 - c. Sources which were not actually referred
 - d. Only (a) and (b)

 5. An index in a report
 - a. May be placed after 'Acknowledgements'
 - b. Includes only the technical terms
 - c. May not have the page numbers against the entries
 - d. None of the above

 6. To show both the interior and exterior of an assembly, the following view of drawing is used:
 - a. Exploded view
 - b. Sectional view
 - c. Shaded view
 - d. Cutaway view

 7. In a rectilinear graph the dependant variable is plotted vertically because
 - a. It shows the trend of progress
 - b. To express the magnitude by height
 - c. To show a period of time
 - d. All of the above

 8. A radio circuit can be best depicted using a
 - a. Block chart
 - b. Flow chart
 - c. Organizational chart
 - d. Pictorial graph

 9. The category of expression which is restricted and stolid is
 - a. Inhibited

- b. Substitute
- c. Frozen
- d. Blank

10. The distance zone shared while interacting in a formal and professional setting is called
- a. Intimate zone
 - b. Social zone
 - c. Public zone
 - d. Personal zone

Fill in the blanks with suitable words

1. A frontispiece generally appears in bound reports which are _____.
2. In a report, the *foreword* is written by _____.
3. In a pie graph, a central angle of 144 degrees will show _____ percent of the total.
4. The gesture used to describe abstract concepts is _____.
5. The rising and falling of the pitch of the voice is called _____.