



15/5/25  
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RollNo.

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**ANNA UNIVERSITY (UNIVERSITY DEPARTMENTS)**  
**B.E. /B.Tech (Full Time) - END SEMESTER EXAMINATIONS, MAY 2024**  
**COMMON TO ALL BRANCHES**  
**II Semester**  
**EN23C02 PROFESSIONAL COMMUNICATION**  
**(Regulation 2023)**

Time:3hrs

Max.Marks: 100

CO1	To read and comprehend different forms of official texts.
CO2	To develop students' writing skills in professional context.
CO3	To actively listen, read and understand written and oral communication in a professional context.
CO4	To comprehend and analyse the visual content in authentic context.
CO5	To write professional documents with clarity and precision

**BL – Bloom's Taxonomy Levels**

(L1-Remembering, L2-Understanding, L3-Appling, L4-Analysing, L5-Evaluating, L6-Creating)

**PART- A(10x2=20Marks)**

(Answer all Questions)

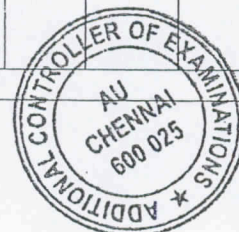
Q.No.	Questions	Marks	CO	BL										
1	Complete the dialogue using appropriate modal verbs: Anitha: Hey, Reena! Our vacation is coming up soon. Where ____ (a) ____ ( <i>shall / may / might</i> ) we go this year? Reena: I was thinking of Indonesia. We ____ (b) ____ ( <i>may / might / can</i> ) explore the beautiful beaches and temples. Anitha: That sounds great! But we ____ (c) ____ ( <i>should / may / might</i> ) check flight prices first. Reena: Absolutely! We ____ (d) ____ ( <i>must / might / could</i> ) book early if we want to get the best deals.	4 × ½ = 2	1	1										
2	Rewrite the following sentences using the word in the brackets without changing the meaning: (i) The factory closed because of a lack of raw materials. (resulted in) (ii) As Anu failed to submit her application on time, she wasn't considered for job. (because of)	2 × 1 = 2	2	1										
3	(i) Choose the option where idioms in column A are correctly matched with their meanings in column B. <table border="1"><thead><tr><th>Idioms</th><th>Meanings</th></tr></thead><tbody><tr><td>(a) A whale of a time</td><td>(i) devoid of sympathy</td></tr><tr><td>(b) Out of sorts</td><td>(ii) in a difficult situation</td></tr><tr><td>(c) To be in a fix</td><td>(iii) to enjoy oneself</td></tr><tr><td>(d) Hard as nails</td><td>(iv) irritable</td></tr></tbody></table> <p>(A) a-iv, b-ii, c-i, d-iii      (C) a-iv, b-i, c-ii, d-iii (B) a-iii, b-ii, c-i, d-iv      (D) a-iii, b-iv, c-ii, d-i</p> (ii) Which idiom will be suitable for the highlighted phrase in the given sentence? The Chief Manager does not visit the branch regularly. He comes <u>very rarely</u> . (a) Over the moon      (b) Once in a blue moon (c) Promise the moon      (d) Ask for the moon	Idioms	Meanings	(a) A whale of a time	(i) devoid of sympathy	(b) Out of sorts	(ii) in a difficult situation	(c) To be in a fix	(iii) to enjoy oneself	(d) Hard as nails	(iv) irritable	2 × 1 = 2	1	1
Idioms	Meanings													
(a) A whale of a time	(i) devoid of sympathy													
(b) Out of sorts	(ii) in a difficult situation													
(c) To be in a fix	(iii) to enjoy oneself													
(d) Hard as nails	(iv) irritable													
4	Write definition for <b>any two</b> of the following: (a) Cloud computing      (b) Criminology (c) Barometer      (d) Web camera	2 × 1 = 2	2	2										
5	Choose the right meaning for the highlighted phrasal verbs in the following sentences:	4 × ½ = 2	1	1										

	<p>(i) After weeks of resisting her children's pleas for a puppy, Maria finally <u>gave in</u> when she saw how responsible they had become with their <u>chores</u>.</p> <p>(a) to donate something (b) to complete a task (c) to surrender or yield (d) to take responsibility</p> <p>(ii) Ever since he started his career in public service, Arjun has always <u>looked up to</u> his former professor, whose integrity and dedication to profession continue to inspire him.</p> <p>(a) To imitate someone (b) to respect someone (b) To like someone (d) To investigate someone</p> <p>(iii) Despite knowing how important the medical check-up was, Rina kept <u>putting it off</u> due to her hectic work schedule.</p> <p>(a) To forget something (b) To remove something (b) To tolerate something (d) To postpone something</p> <p>(iv) Although the offer from the multinational company was generous, Priya <u>turned it down</u> because she did not like their profit-focused attitude.</p> <p>(a) To reject an offer (b) To accept an offer (b) To stall an offer (d) To discuss an offer</p>			
6	<p>Complete the following if-conditional sentences:</p> <p>(a) He wouldn't have gone out, _____.</p> <p>(b) _____, if we could buy the new building.</p>	$2 \times 1 = 2$	2	2
7	<p>Rewrite the following dialogue in a reported format:</p> <p>Student: <i>Sir, since we have the department symposium, we would not be able to attend the class today.</i></p> <p>Teacher: <i>No, I have not received any information. You must attend the class.</i></p>	$2 \times 1 = 2$	2	2
8	<p>Change the sentences to passive voice:</p> <p>(a) The company will launch a new product if the market research is successful.</p> <p>(b) The board members have already made a decision regarding the new policy.</p>	$2 \times 1 = 2$	2	2
9	<p>Fill in the blanks with suitable tense forms of the verbs given in brackets.</p> <p>Scientists _____ (study) artificial intelligence since the 1970s because they want to create machines that can think like humans. Today, AI _____ (play) a crucial role in various industries, including healthcare, finance, and education. In the past, computers _____ (process) data much slower, making complex problem-solving difficult. AI _____ (revolutionize) the way people interact with technology over the past decade, leading to more advanced and autonomous systems.</p>	$4 \times \frac{1}{2} = 2$	1	2
10	<p>Rewrite the following as numerical adjectives:</p> <p>(a) An internship lasting for six months</p> <p>(b) Two wooden planks which are four feet long</p> <p>(c) The contract is for five years</p> <p>(d) The hotel has five stars</p>	$4 \times \frac{1}{2} = 2$	1	1

**PART- B(5x 13=65Marks)**

(Restrict to a maximum of 2 subdivisions)










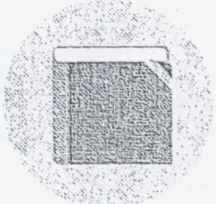
Q.No.	Questions	Marks	CO	BL
11 (a)	The mechanical workshop is planning regular maintenance for their lab. The supervisor asks the maintenance team to clean the area and take care of the machines. As the supervisor, write a set of eight instructions maintenance team should follow for this cleaning and maintenance work.	13	3	3
<b>OR</b>				
11 (b)	A group of students from the final year is assigned to organize a departmental seminar. The faculty coordinator gives the student volunteers instructions on tasks such as inviting the speaker, and making other arrangements. As the faculty coordinator, write a set of eight instructions to the student volunteers for completing these events for the department seminar.	13	3	3





12 (a)	Examine the common reasons why college students tend to procrastinate and explore how this habit impacts their life in an essay of not more than 250 words.	13	3	6
OR				
12 (b)	People with disabilities often face difficulties in accessing and using public spaces. Discuss the major challenges they encounter and give solutions to address these challenges in an essay of not more than 250 words.	13	3	6
OR				
13 (a)	On the morning of April 25th, 2025, at approximately 10:15 AM, a scaffolding collapse occurred at the south wing of the GlobalTech office building construction site in Ambattur. Three workers sustained serious injuries, and significant damage was caused to construction materials. The incident took place while materials were being hoisted to the third floor. As the branch Manager, investigate the cause for the accident and submit a detailed report to your Head office. Your report should include all relevant details.	13	5	5
OR				
13 (b)	On the afternoon of April 30 <sup>th</sup> , 2025, at around 2:30 PM, a chemical spill occurred at the mixing unit of AgroPharm Laboratories, located in Sipcot Industrial Estate, Hosur. The incident happened while technicians were transferring volatile solvents from a storage tank to the reactor vessel. A large quantity of chemical was spilled, releasing harmful fumes and contaminating nearby equipment. Two workers reported respiratory distress, and the affected area was immediately evacuated. As the safety officer of the plant, investigate the cause of the accident and write a detailed report with all relevant details to the plant manager.	13	5	5
OR				
14 (a)	You are applying for the position of digital marketing intern at a well-known startup, NetLinks Inc. in Bangalore. The company is looking for candidates who are creative, organized, and good at communication ( <i>The Hindu dated 27<sup>th</sup> April 2025</i> ). Write a job application letter, along with your resume, addressed to the HR Manager, explaining why you are a good fit for the role. Mention your academic background, relevant skills, and motivation for applying to this position.	13	5	3
OR				
14 (b)	<p><i>Wanted: Technical Support Manager for a leading IT firm. Final-year engineering students with good communication skills and basic computer hardware and software knowledge may apply. Familiarity with AI tools and concepts would be preferred.</i></p> <p>Write an email application for the above position, including a brief introduction, relevant academic background, and your interest in the role. Send in your application along with your resume to <a href="mailto:sssoftwaresolutions@s3r.com">sssoftwaresolutions@s3r.com</a>.</p>	13	5	3
15 (a)	Read the following infographics and answer the questions given below:	13	4	4

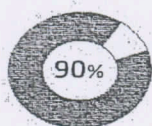


<p>BY THE NUMBERS</p> <div><div><p>There are over <b>7,000</b> languages worldwide.</p></div><div><p>Only 23 languages account for more than half of the world's population.</p><p>At least half of the world's population is bilingual.</p></div><div><p><b>2,400</b> of the world's languages are currently in danger of becoming extinct.</p></div><div><p>Papua New Guinea has the most languages, at <b>840</b></p></div></div> <div><p>Many linguists believe that language originated around 100,000 BC.</p></div> <div><p>Spanish is the 2nd most spoken language in the world.</p></div> <div><p>The English language contains the most words, with over <b>250,000</b></p></div>								
<p>ABOUT THE ALPHABET</p> <div><p><b>74</b> Cambodian has the longest alphabet with 74 characters.</p><p>The word "alphabet" is formed from the first two letters of the Greek alphabet - alpha and beta.</p></div> <div><p><b>11</b> The Papuan language of Rotakas only has 11 letters in its alphabet.</p></div>								
<p>CULTURAL FACTS</p> <div><p>There are over 200 artificial languages created for books, movies, and TV shows.</p><p>The Pope tweets in nine languages, but his Spanish account has the most followers.</p></div> <div><p>The culinary and ballet worlds use mostly French words and terms.</p><p>The first printed book was written in German.</p></div> <div><p>The Bible is the most translated book, followed by Pinocchio.</p></div> <div><p>The average person only uses a few hundred words in daily conversation.</p><p>Physical contact during a conversation is completely normal when speaking Spanish.</p></div>								
<p>(1) Study the infographic and find out what these numbers refer to? (5 marks) (a) 11 (b) 100,000 B.C (c) 200 (d) 23 (e) 9</p> <p>(2) What do the infographic mean by 'artificial language'? (1 mark)</p> <p>(3) Which two fields are dominated by French language? (1 mark)</p> <p>(4) Give one cultural fact about language. (1 mark)</p> <p>(5) Write any two inferences about language that can be deduced from the infographic. (2 marks)</p> <p>(6) <b>State True or False based on the infographic:</b> (3 marks)</p> <p>(a) Greek words alpha and beta are widely used in culinary field.</p> <p>(b) Spanish people are generally comfortable with physical contact during conversations.</p> <p>(c) More than half of the world languages are in danger of going extinct.</p>								
<p>OR</p>								
15 (b)	Read the following infographics and answer the questions given below:	13	4	4				



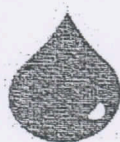


## THE ENERGY - WATER CHALLENGE



of global  
**POWER**  
GENERATION is  
**WATER-INTENSE**

by **2035**  
GLOBAL ENERGY  
consumption will  
**INCREASE 50%**

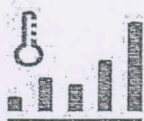


... increasing  
**WATER**  
CONSUMPTION  
by **85%**

But still today ...

**2.8** billion PEOPLE  
live in areas of  
**HIGH WATER**  
**SCARCITY**

and **2.5** billion  
PEOPLE have  
**UNRELIABLE or NO**  
access to  
**ELECTRICITY**



**CLIMATE**  
**CHANGE**  
will impact both the  
**ENERGY and**  
**WATER** sectors

Look at the infographic  
on energy-water  
challenge and answer  
the following questions:

(1) Study the infographic  
and find out what these  
numbers refer to?

(4 marks)

- (a) 2035 (b) 2.5  
(c) 2012 (d) 90%

(2) Why might climate  
change worsen the energy  
and water crisis according  
to the infographic? (2  
marks)

(3) By what year is water  
consumption to increase  
by 85%? (1 mark)

(4) What is the meaning  
of 'unreliable electricity'?  
(1 mark)

(5) List any three  
challenges people face  
due to water scarcity and  
energy shortages.

(3 marks)

(6) How could a rise in  
energy demand indirectly  
worsen global water  
issues? (2 marks)

Sources: IEA, 2012 and UN, 2012  
[www.worldbank.org/water](http://www.worldbank.org/water)

### PART- C(1x 15=15Marks)

(Q.No.16 is compulsory)

Q.No.	Questions	Marks	CO	BL
16.	<p>Read the passage and answer the following questions:</p> <p>Electric vehicles have arrived. With technology led by Tesla, and the world's major car manufacturers following along behind, electric vehicles are now a common sight on the roads of most developed countries. Yet the situation in less developed countries is rather different; the only African country to have started the change to electric vehicles is South Africa and even there, electric vehicle sales still account for less than 1% of the total. In South America, the situation is better, with all Latin American countries beginning the move towards electric vehicles, particularly Columbia which, in 2020, had a third of the continent's total electric car fleet. In Russia, the wealthy invested in imported electric cars until the invasion of Ukraine stopped most imports; rather a very small number of electric vehicles were manufactured locally. In India, the government is promoting the purchase of electric vehicles with <b>tax exemptions</b> and other incentives. So electric cars have arrived, and their share of the market is increasing almost worldwide.</p> <p>Does this mean, therefore, that the world is on track to <b>phase out the use of petrol-driven vehicles</b> in less than thirty years? And does this mean that electric vehicles will be the sustainable solution to our transport needs for the second half of the century? Unfortunately, to the</p>	15	4	3





disappointment of some people, the answer to both of these questions has to be "no".

The massive development of electric vehicles can only be possible if two conditions are met. Firstly, the expansion of electric vehicle manufacturing is dependent on the fragile ability of manufacturers to source vastly increased quantities of vital components and elements without which electric vehicles cannot operate; these include lithium, cobalt, and "rare earths" such as neodymium and tantalum, as well as silicon chips which have already been in short supply since 2020. Secondly, few countries currently have electricity grids that are anywhere near being able to cope with the huge increase in demand for electricity that will accompany any rapid growth in electric vehicle ownership. Without adequate supplies of all the vital ingredients of electric motors and batteries, or without power supplies that can provide the electricity required to recharge millions of electric batteries every day (as well as supplying the current we need for everything else, such as lighting, heating, trains, and electric devices), the electric car revolution will **run up against insoluble problems** in all but the most developed countries.

Governments and vehicle manufacturers are fully aware of these issues, but the consensus among policy-makers seems to be that somehow technology will come up with the answers, as it often has in the past. Ultimately the success of the transition to electric-powered vehicles will depend on advances in technology in three fields; the weight of batteries, the amount of power that they can produce, and the speed at which they can be recharged... or exchanged.

Battery exchange stations, rather than battery recharging points, may perhaps solve the problem of slow recharging times which currently prevents owners from taking their electric vehicles on long trips. Yet battery exchange is not an option with today's large heavy batteries. While the latest generation of Lithium-ion batteries is almost twice as efficient as the batteries being used just five years ago, they remain big and heavy. Before batteries can become easy to exchange, a **quantum leap** in battery technology is needed, one which will allow batteries to store much larger amounts of electricity in much smaller and lighter units. Teams of top electrical engineers in universities and private laboratories worldwide are working on battery technology, and progress has been rapid. New types of lithium batteries are being developed, but the radical discovery that will revolutionize battery design is still to be made.

As for the availability of clean renewable electricity in sufficient quantities to cope with demand from all the world's electric vehicles, progress in this direction is already underway. Ideally, notably in hot countries and outside cities, recharging points will be autonomous, generating their electricity from solar panels and wind or water turbines and storing it either mechanically or in high-powered batteries. The technology already exists, and a California company, Beam Global, recently installed 30 solar-powered recharging stations in sunny parts of the state.

So are people who believe in the ability of technology to solve all our problems realistic, or over-optimistic? For the time being, progress is upwards, but can it continue? In terms of volume, the electric vehicle revolution has only just got underway.



**A. Answer the following questions: (7 × 1 = 7)**

- (1) Why are electric vehicles more common in developed countries?
  - (a) The cost is cheaper there
  - (b) Infrastructure and affordability support adoption
  - (c) Petrol is restricted there
  - (d) Only electric vehicles are legal there
- (2) What effect did Ukraine invasion have on EV imports to Russia?
  - (a) Led to sanctions on Tesla
  - (b) Boosted imports
  - (c) Increased demand for local cars
  - (d) Stopped most imports
- (3) What is one incentive India offers for electric vehicles?
  - (a) Tax exemptions
  - (b) Free insurance
  - (c) Import subsidies
  - (d) Free recharging
- (4) How does the author portray the policy makers in the passage?
  - (a) Hopeful and reactive
  - (b) Thoughtful but pessimistic
  - (c) Ignorant and rushed
  - (d) Visionary and planned
- (5) Which one of the following sentences, if inserted after the sentence "*Governments and vehicle manufacturers are fully aware of these issues, but the consensus among policy makers seems to be that somehow technology will come up with answers, as it often has in the past.*", would best add value to the argument being developed?
  - (a) Consumers in some countries have also expressed concerns about the battery technology.
  - (b) Electric vehicles are often quieter than conventional cars and produce zero tailpipe emissions.
  - (c) Some critics, however, argue that relying too heavily on future technological breakthroughs could lead to complacency and delayed action.
  - (d) Electric vehicles have proven to be less successful in the long run.
- (6) Which one of the following statements is true to the passage?
  - (a) All developing countries are rapidly switching to electric vehicles.
  - (b) The future of electric vehicles depends heavily on advances in battery and energy technologies.
  - (c) Battery exchange is already a widely used and efficient method for recharging EVs.
  - (d) Most countries already have power grids that can support large-scale EV use.
- (7) Which assumption is being questioned in the final paragraph?
  - (a) That electric cars are unsafe.
  - (b) That petrol cars are coming back
  - (c) That demand for EVs will fall
  - (d) That technology alone will solve all problems

**B. Complete the following sentences based on the passage:**

**(4 × 1 = 4)**

- (i) The mention of Beam Global's solar-powered stations serves to show that \_\_\_\_\_
- (ii) The two requirements needed for the large scale development of EVs are availability of \_\_\_\_\_ and \_\_\_\_\_
- (iii) The smooth changeover to electric vehicles cannot happen unless \_\_\_\_\_
- (iv) According to the author, the status of the EV technology is \_\_\_\_\_





	<p><b>C. Choose the right meaning for the words / phrases based on the context of the given passage: (4 × 1 = 4)</b></p> <p>(1) What does the phrase "<i>tax exemption</i>" mean?</p> <p>(a) Permission to avoid paying certain taxes  (b) Increase in payment of taxes  (c) Legal punishment for not paying taxes  (d) Extra time given to pay taxes</p> <p>(2) The phrase '<i>to phase out the petrol-driven vehicles</i>' means?</p> <p>(a) To gradually stop using petrol-driven vehicles  (b) To speed up the production of petrol-driven vehicles  (c) To reduce the price of petrol-driven vehicles  (d) To redesign the petrol vehicles with electric vehicles.</p> <p>(3) Choose the best synonym for '<i>quantum leap</i>'?</p> <p>(a) pioneering steps      (b) technical glitch  (c) major advancement      (d) gradual shift</p> <p>(4) What does the phrase "<i>run up against insoluble problems</i>" most likely to mean?</p> <p>(a) Face problems that can't be solved easily  (b) Avoid major obstacles through planning  (c) Generate solutions for some of the problems  (d) Postpone dealing with major issues</p>			
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