

Reg. No. :

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**Question Paper Code: R9072**

B.E. / B.Tech. DEGREE EXAMINATION, NOV 2025

Open elective

Civil Engineering

R21UEN972 – SPEAK BETTER WRITE BETTER

(Common to ALL Engineering branches)

(Regulations R2021)

PART - A (15x1= 15 Marks)

Answer All Questions

1. What should you avoid when extending an invitation? CO1- U
  - (a) Being too formal
  - (b) Being too informal
  - (c) Forgetting essential details
  - (d) All of the above
2. What communication style is essential for effective questioning? CO1- U
  - (a) Assertive
  - (b) Aggressive
  - (c) Passive
  - (d) Conversational
3. What is an appropriate formal greeting for a business meeting? CO1- U
  - (a) "Hey, how's it going?"
  - (b) "Hello, nice to meet you."
  - (c) "Hi, what's up?"
  - (d) "Hey, buddy!"
4. Penny: \_\_\_\_\_ CO1- U

Dana : But its not enough if you want to lose weight.

Penny : I know, but its only a beginning.

Dana : Sure, its better than doing nothing.

  - (a) The dietician said I need to lose ten pounds.
  - (b) I've decided not to go to the gym anymore.
  - (c) I've stopped eating bread.
  - (d) The new chef is really good at making snacks.

**R9072**

5. A: What school do you go to, George? CO1- U  
 B: I go to Highton Secondary School.  
 A: \_\_\_\_\_  
 B: No, It is about 5 kilometres away  
 (a) How do you get there? (b) Is it near your house?  
 (c) Where is it? (d) Is it a boarding school?
6. Police Officer: "What's the nature of your complaint?" CO1- U  
 You: "I'm reporting harassment/theft/vandalism."  
 Police Officer: \_\_\_\_\_  
 You: "Yes/No, I have a description/video evidence."  
 (a) Can you identify the layman? (b) Is it him?  
 (c) Maybe it might be him? (d) Can you identify the perpetrator?
7. What communication style is most effective in business? CO1- U  
 (a) Direct and assertive (b) Indirect and passive  
 (c) Aggressive and confrontational (d) Passive-aggressive
8. What should you check for in editing for clarity? CO1- U  
 (a) Grammar and punctuation only (b) Sentence structure and word choice  
 (c) Tone and audience (d) All of the above
9. What information should you provide when requesting testimonials? CO1- U  
 (a) Service/product details, expected outcome (b) Only service/product details  
 (c) Only expected outcome (d) No information needed
10. How should you acknowledge the offer? CO1- U  
 (a) Express gratitude and enthusiasm (b) Show indifference  
 (c) Request additional benefits (d) Decline politely
11. What structure helps readability? CO1- U  
 (a) Disorganized and cluttered (b) Organized with clear headings  
 (c) Long paragraphs (d) No specific structure

12. What quality makes business letters effective? CO1- U
- (a) Complexity and ambiguity (b) Clarity and conciseness  
(c) Length and detail (d) Jargon and technical terms
13. When giving a presentation in front of an audience you should do all of the following except for\_\_? CO1- U
- (a) Speak loud and clear (b) Provide handout if needed  
(c) Dress professionally (d) Look at your screen not the audience
14. How can speakers ensure clarity? CO1- U
- (a) Using complex vocabulary (b) Organizing ideas logically  
(c) Rushing through content (d) Including unnecessary details
15. The key of success is\_\_ CO1- U
- (a) Practice (b) Preparation (c) Effort (d) Both a and b

PART – B (7x3= 21Marks)

16. What is the purpose of introducing yourself effectively? CO2-App
17. How can you make invitations more engaging? CO2-App
18. What information would you provide when reporting a crime? CO2-App
19. How will you prepare notes? Illustrate with an example. CO2-App
20. What are the different types of testimonials? CO2-App
21. Write a thank you letter to a speaker, Dr. Maria Rodriguez, who recently presented a seminar on "Innovations in Technology" at your organization. CO2-App
22. Define Problem-Solving. CO2-App

PART – C (4 x 16= 64Marks)

23. (a) Compose a conversation between an interviewer and an interviewee. CO4-App
- Or
- (b) Write a dialogue exchange between a shopkeeper and a customer. CO4-App

24. (a) What are the different ways in which we can express sympathy and regret? CO4-App  
Or  
(b) Explain the difference between formal and informal report writing styles, and provide examples of when to use each. CO4-App
25. (a) Elaborate complimenting and congratulating. CO4-App  
Or  
(b) Write an tribute for a renowned scientist, Dr. Maria Hernandez, who passed away on February 10, 2023, at the age of 75. She was a leading expert in renewable energy and made groundbreaking contributions to the field. CO4-App
26. (a) What are the different types of special occasion speeches? CO4-App  
Or  
(b) Draw a newspaper advertisement regarding clearance sale in XYZ market. CO4-App