

Roll No: -----



UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December 2017

Program: B.Tech CS+LLB CL/ET-IPR
Subject (Course): General English-I
Course Code : CLNL 1001
No. of pages: 03

Semester – I
Max. Marks : 100
Duration : 3 Hrs

All questions are compulsory

Section-A

1. Read the following case-let and answer the questions that follow (4x2.5:10M)

The president of Goodwill Corporation Ltd., Mr. Sujoy Bose, wanted to facilitate upward communication. He believed an open door policy was a good option. He announced that his own door was open to all the employees and encouraged the senior managers to do the same. He felt this would give him a way to get early warning signals that would not be filtered or redirected through the formal chain of command. Bose found that many employees who used the open door policy had been with the company for years and were comfortable talking to the president. Sometimes messages came through about inadequate policies and procedures. Bose would raise these issues and explain any changes in the next senior managers meeting. The most difficult complaints to handle were those from people who were not getting along with their bosses.

One employee, Arun, complained bitterly that his manager had over committed on the behalf of the department and put everyone under tremendous pressure. Arun argued that long hours and low morale were major problems. However, he would not allow Bose to either bring the manager into the discussion or seek out other employee to confirm the complaint. Although Bose suspected that Arun might be right, he could not let the matter lie and said, 'Have you considered leaving the company?' This made Arun realize that a meeting with his immediate boss was unavoidable.

Before the three-party meeting, Bose tried to contact Arun's manager and explained what was going on. He insisted that the manager come to the meeting willing to listen and without hostility towards Arun. During meeting, Arun's manager listened attentively and displayed no ill will. He learned the problem from Arun's perspective and realized he was over his head in his new job. After the meeting, the manager said he was relieved. He had been promoted into the job from a technical position just a few months earlier and had no management or planning experience. He welcomed Bose's offer to help him to do a better job of planning.

- a). What is your view on the 'Open door policy' adopted by Mr. Bose?
- b). Do you think that an open door policy was the right way to improve upward communication? What other techniques would you suggest?
- c). What problems do you think an open-door policy creates? Do you think many employees are reluctant to use it? Give reasons for your answers.
- d). In a hypothetical situation, you have to develop a communication strategy for your company. How would you optimally use this strategy? Explain.

2. Form a group of seven and assign each member one of the following roles: president, vice president (marketing), vice president (operations), vice president (HR), manager (marketing), manager (operations), manager (HR) of a large MNC in India. Write dialogues for a discussion on introducing a new policy related to improving communication strategies. Try to incorporate both vertical and horizontal communication in your roles. (1x 20: 20M)

Section-B

3. Draft a petition on **any one** of the following (10M)

- a) The extended working hours for your college library
- b) The deteriorating quality of food at the food court

4. Draw a mind map on the topic 'How to get ready for Exams' (5M)

5. Write your opinion on **any one** of the following in about 150 – 200 words (10M)

(a) "Legislation alone will never eliminate child labour as long as there is abject poverty in society." Do you agree or disagree with this view? Use specific reasons and examples to support your opinion (10M)

(b) Some countries have abolished the death penalty, while other countries are still retaining it. Which do you think is the better option? Give specific reasons and examples to support your opinion.

Section-C

6. Rewrite the following sentences if they are grammatically incorrect (5M)

- a) He was put in trial for murder
- b) He was later remanded on custody
- c) The witness appeared on court for the first time today.
- d) The murderer was soon brought into justice.
- e) The case against Mr. Jones was proved over reasonable doubt.

7. Match the following foreign words with their correct meanings in the opposite column (10M)

- | | |
|------------------------|-------------------------------|
| 1. Magnum opus | a) Capital punishment |
| 2. Turpis | b) State of affairs |
| 3. Vidimus | c) Supreme leader |
| 4. Veni , vidi, vici | d) A great work |
| 5. Plenum dominium | e) The voice of the people |
| 6. Status quo | f) I came, I saw, I conquered |
| 7. Vox populi | g) authentic copy |
| 8. Omnium rerum | h) Unlawful |
| 9. Malentendu | i) Full ownership |
| 10. Ultimum supplicium | j) A misunderstanding |

Section-D

8.(a) You have recently returned from a two-day training course, which you were sent on by your company. Your human resources manager has asked you to write a report, evaluating how useful the course has been. (20M)

Write the report including the following information in 250 – 300 words

- What the course consisted of
- How useful the course was for you
- How your training will benefit the company
- Advice for colleagues on how to benefit from courses like these

Or

8 (b) The company you work for has recently held a sales event to launch a new product. Your managing director has asked you to write a report on the effectiveness of the event, including the following points in about 250 – 300 words

- Who was invited to the event
- What guests' reactions were
- How successful the event was
- What recommendations you would make for future sales events of this kind

