

**DIPLOMA EXAMINATION IN ENGINEERING/TECHNOLOGY/
MANAGEMENT/COMMERCIAL PRACTICE, NOVEMBER – 2023**

COMMUNICATION SKILLS IN ENGLISH

[Maximum Marks: 75]

[Time: 3 Hours]

PART-A

I. Read the following excerpts and answer the questions that follow

		Module Outcome	Cognitive level
1.	<p>"Pennies saved one and two at a time by negotiating with the men at the market who sold vegetables and meat - negotiating until one's face burned with the silent knowledge of being poor".</p> <p>a) The entire family died in abject..... (poor/poorness/poverty) (1)</p> <p>b) Why did Della have to negotiate with the men in the market? (2)</p> <p>c) "True love is an act of self-sacrifice." Comment with reference to the short story 'The Gift of the Magi.' (3)</p>	MO.1.02 MO.1.01 MO1.01	R R A
2.	<p>"Whose woods these are I think I know. His house is in the village though; He will not see me stopping here To watch his woods fill up with snow".</p> <p>a. It was a nice (Fill in using the correct form of the word 'think') (1)</p> <p>b. Who is referred to as 'his' in the above lines? What does the Speaker say about the person he refers to as 'his'? (2)</p> <p>c. Analyse why the poet decides to continue his journey. (3)</p>	MO2.02 MO2.01 MO2.01	R R A
3.	<p>"Challenge is challenge. Shall I succeed in my present search or not? Answer this and go. Otherwise, I will not let you go till you disgorge all your coins."</p> <p>a) He is a man who has succeeded in his business.(Rewrite the sentence with 'successful') (1)</p> <p>b) Who is the speaker and what does 'present search' refer to?(2)</p> <p>c) Critically analyse the ending of the story. (3)</p>	MO3.02 MO3.01 MO3.01	R R A
4.	<p>"The peasants came like swarms of flies and buzzed the name of God a hundred times to paralyse the Evil One."</p> <p>a) Science can be used for and evil purposes. (Fill in with an antonym of the word 'evil') (1)</p> <p>b) Who is the 'Evil one' referred to and why? (2)</p> <p>c) Critically analyse Nissim Ezekiel's poem as a comment on the superstitious nature of Indian society. (3)</p>	MO4.02 MO4.01 MO4.01	R R A

PART-B

Module Outcome Cognitive level

II.	<p>Read the passage given below and answer the questions that follow.</p> <p>Robotics is a branch of engineering that involves the conception, design, manufacture and operation of robots - intelligent machines that can assist humans in a variety of ways. Robots were originally built to handle monotonous and simple repetitive tasks traditionally done by human beings, but today they perform advanced tasks like fighting fires, cleaning homes and assisting with intricate surgeries. Each robot has a differing level of autonomy, ranging from human-controlled robots that carry out tasks that a human has full control over, to fully-autonomous robots that perform tasks without any external influences.</p> <p>Robotic systems are coveted in many industries because they can increase productivity, accuracy, efficiency, quality and consistency of products and also ensure the safety of human beings. In fact, safety is arguably one of robotics' greatest benefits, as many dangerous or unhealthy environments no longer require the human element. Examples include the nuclear industry, space, defence, maintenance and more. With robots or robotic systems, workers can avoid exposure to hazardous situations. However, despite these benefits, there are several drawbacks to robotics as well. There are certain tasks that are simply better suited for humans -- for example, those jobs that require creativity, adaptability and critical decision-making skills. The use of robots can create economic problems if they replace human jobs. Often robots are very costly - in terms of the initial cost, maintenance, the need for extra components and the need to be programmed to do the task.</p>	M1.01	R
	1. What are robots? (1)	MO1.01	R
	2. Name any one important benefit that Robotics offer to mankind? (1)	MO1.01	U
	3. What are the disadvantages of Robotics? (2)	MO1.01	U
	4. Pick out from the passage of the passage words which mean		
	a) Difficult (paragraph 1) b) dangerous (paragraph 2) (1x2=2)	MO1.01	U
	5. Prepare a summary of the passage given above in note form (4)	MO1.01	A

III.	<p>Report the following conversation between Tom and Manju.</p> <p>Tom: Am I supposed to make the presentation today? Manju: Yes. Why are you late? Tom: Oh! What heavy traffic!. Manju: Ok. Now go to the Conference hall. Don't leave your laptop bag here. Tom: Thank you Manju.</p> <p>Tom asked Manju (a) Manju replied in the affirmative and asked (b)..... Tom explained Manju instructed Tom..... (4x1=4)</p>	MO.4.03	A
IV.	<p>The following are the details about Vishal given by his friend but there are errors in the tenses which are underlined here. Rewrite the sentences correcting the errors.</p> <p>Vishal <u>was</u> (a) working in "The Economic Times" now. He <u>joins</u> (b) it a year ago. Since then he <u>publish</u> (c) articles on various topics. Next week he <u>write</u> (d) on the financial consequences of the COVID-19 outbreak in India. (4x1=4)</p>	MO.2.03	A

PART-C

		Module Outcome	Cognitive level
V.	<p>Anand Subramanian has applied for the post of Substation Operator at Amrita Institute of Medical Sciences, Ernakulam. Help him prepare a self-introduction to be presented at the interview. His details are given below.</p> <p>Name: Anand Subramanian Educational Qualification: Diploma in Electrical Engineering from Govt. Polytechnic College, Malappuram.(87%) Additional Qualification: Certificate course in Electrical Designing & Drafting. Present job: Plant Operator at Camex Technologies, Kozhikode Hobbies: Reading, Drawing Languages Known: Malayalam, English, Tamil and Hindi. (4 Marks)</p>	MO1.03	U
VI.	<p>Describe in a paragraph the different steps involved in installing a split AC The steps are given below. The first sentence of the paragraph is done for you.</p> <p>1. Fix the mounting plate for the indoor unit and the brackets for the outdoor unit.</p>	MO.3.5	A

	<ol style="list-style-type: none"> 2. Mount the outdoor unit making sure the screw holes of the bracket and the AC unit coincide. 3. Open the cover over the electrical ports. 4. Connect the power cable to the outdoor unit. 5. Connect the copper pipes to the corresponding pipe port with the help of flare nuts. 6. Open both the gas valves and complete the installation. <p>Before starting the installation process, the right installation area for both the indoor and outdoor units are selected. As the first step, the mounting plate for the indoor unit and the brackets for the outdoor unit are fixed. Then the outdoor unit.....</p> <p style="text-align: right;">(4 Marks)</p>		
VII.	<p>Given below is the dialogue between Susan, a customer and a salesman in a shop. Some parts of the conversation are missing. Complete the conversation using the prompts given in brackets.</p> <p>Salesman: Excuse me mam, Shall I help you?</p> <p>Susan: Yes(asks for the home appliances section)</p> <p>Salesman:.....(gives directions)</p> <p>Susan: Thank you. I have come to buy a dishwasher (asks about the availability)</p> <p>Salesman: Sure mam. We have dishwashers of almost all popular brands.</p> <p>Susan. Good.....(asks for the starting price)</p> <p>Salesman: Mam, I think the starting price is around 20,000.(informs about the festive offer for all products)</p> <p>Susan: Oh! Great. Thank you. Let me have a look. (5 Marks)</p>	MO.4.4.5	A
VIII.	<p>Smartphone addiction is a very common problem now a days. Write a paragraph in about 80 words about mobile phone addiction. Give a suitable title.</p> <p>(Hints: health problems - wastage of time and money - affects relationships - cyber-crimes)</p> <p style="text-align: right;">(5 Marks)</p>	MO.4.6	A
IX.	<p>You are Reema Sameer. You bought a Document scanner seven months ago from Smart Electronics, Kollam. Now you find that the scanner does not scan multiple images. Also the paper jams often in the Automatic Document Feeder. The warranty is for one year. Draft an email to the company registering the complaint.</p> <p style="text-align: right;">(5 Marks)</p>	MO.03.5	A

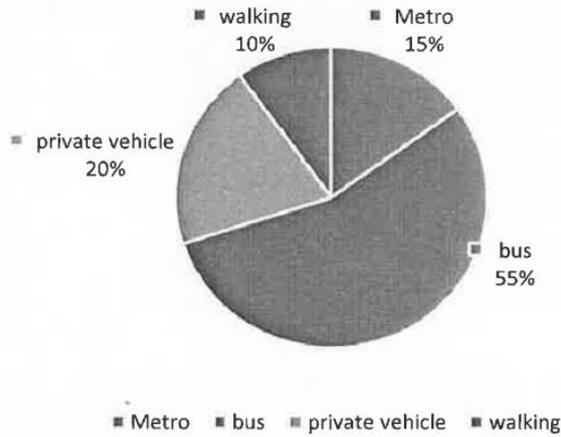
X.

The data of a recent survey that was conducted to find out the different transportation methods used by the students and teachers in Ernakulam city is given below. Write an analytic paragraph in about 120 words comparing and contrasting the two Pie charts given below.

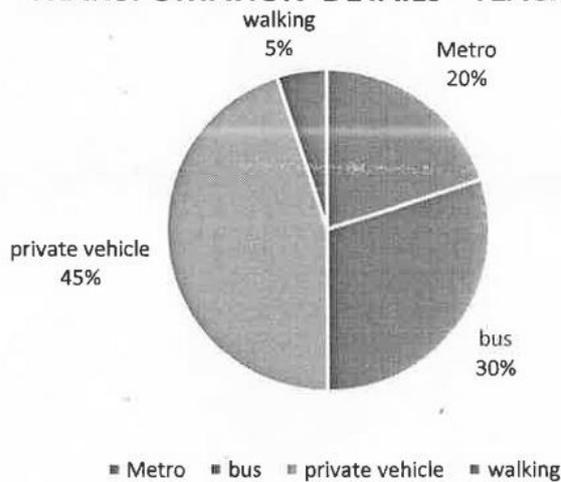
MO.1.5

A

TRANSPORTATION DETAILS - STUDENTS



TRANSPORTATION DETAILS - TEACHERS



(5 Marks)

<p>XI.</p>	<p>Ashish prepared the following power point slides for a presentation to be made on World Environment Day. Edit the slides to help him make an effective presentation. Prepare five slides for Ashish.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p>A volcano is an opening in the earth's crust through which lava, volcanic ash, and gases escape. Beneath a volcano, liquid magma containing dissolved gases rises through cracks in the Earth's crust.</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p>The most common type of volcanoes are the symmetrical cone-shaped volcanoes called the Cinder cone volcanoes. They may occur as single volcanoes or as secondary volcanoes known as "parasitic cones". Cinder cone volcanoes are fairly small, generally only about 300 feet tall and not rising more than 1,200 feet. They can build up over short periods of a few months or years.</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p>Strato volcanoes are also called Composite volcanoes because they are built of layers of alternating lava flow, ash and blocks of unmelted stone. They are larger than cinder cones, rising up to 8,000 feet. Stratovolcanoes are considered the most violent</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Shield volcanoes are huge, gently sloping volcanoes built of very thin lava spreading out in all directions from a central opening. Eruptions of these volcanoes are not generally explosive, but are more like liquid overflowing around the edges of a container. The world's largest volcano, Munna Loa in Hawai is a shield volcano, according to the U.S. Geological Survey. It is also one of the Earth's most active volcanoes and is carefully monitored. The most recent eruption was in 1984.</p> </div> <p style="text-align: right;">(5 Marks)</p>	<p>MO.2.5</p>	<p>A</p>
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