

Enrollment No./Seat No.:

GUJARAT TECHNOLOGICAL UNIVERSITY

Bachelor of Engineering - SEMESTER - III EXAMINATION - WINTER 2025

Subject Code: BE03000051

Date: 24-12-2025

Subject Name: Professional Communication and Ethics

Time: 10:30 AM TO 01:00 PM

Total Marks: 70

Instructions

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Simple and non-programmable scientific calculators are allowed.

	Marks
Q.1 (a) Define communication barriers. List any three with examples.	03
(b) Explain the significance of non-verbal communication in workplace settings.	04
(c) Identify and explain any two models of communication. How are they relevant in today's work culture.	07
Q.2 (a) Draft a short memo informing staff about revised office timings.	03
(b) Write a short technical description of a smartphone highlighting its unique features.	04
(c) Draft a complaint letter from ABC Enterprises , Ring Road, Surat – 395002 to The Manager, XYZ Supplies Pvt. Ltd. 45, GIDC Estate, Vatva, Ahmedabad – 382445 regarding the receipt of defective products — specifically 200 units of LED Display Panels (Model: LDP-600) and 100 units of Power Supply Modules (Model: PSM-240W)	07

OR

(c) Write a proposal to your department head requesting purchase of new laboratory equipment.	07
Q.3 (a) Define persuasive speaking.	03
(b) List four delivery techniques used in professional presentations.	04
(c) Prepare an outline for an informative speech on 'Artificial Intelligence in Everyday Life'.	07

OR

(a) Explain any two stages of a job interview.	03
(b) Discuss two advantages and two limitations of participating in conferences.	04
(c) Draft the opening statement of a motivational speech for new engineering graduates.	07
Q.4 (a) Define internet etiquette. Give two short examples.	03
(b) Explain the importance of etiquette while attending telephonic/online meetings.	04
(c) Critically evaluate how lack of etiquette can affect professional reputation.	07

OR

- (a) Differentiate between morals and etiquette. **03**
- (b) State four guidelines for business etiquette during foreign visits. **04**
- (c) Design a short 'Mobile Etiquette Code' for students in classroom/online learning. **07**

Q.5 (a) Define stress management. Why is it important for professionals? **03**

- (b) Perform a basic SWOT analysis of yourself as a communicator. **04**
- (c) Evaluate the ethical dimensions of refusing to work overtime under pressure. **07**

OR

- (a) Define engineering ethics **03**
- (b) Explain Corporate Social Responsibility (CSR) with one Indian company example. **04**
- (c) You are an engineer asked to conceal data about an unsafe product. Explain your ethical responsibilities. **07**
