

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.**

	<b>Marks</b>
<b>Q.1 (a)</b> Define communication barriers. List any three with examples.	<b>03</b>
<b>(b)</b> Explain the significance of non-verbal communication in workplace settings.	<b>04</b>
<b>(c)</b> Identify and explain any two models of communication. How are they relevant in today's work culture.	<b>07</b>
<b>Q.2 (a)</b> Draft a short memo informing staff about revised office timings.	<b>03</b>
<b>(b)</b> Write a short technical description of a smartphone highlighting its unique features.	<b>04</b>
<b>(c)</b> 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)	<b>07</b>
<b>OR</b>	
<b>(c)</b> Write a proposal to your department head requesting purchase of new laboratory equipment.	<b>07</b>
<b>Q.3 (a)</b> Define persuasive speaking.	<b>03</b>
<b>(b)</b> List four delivery techniques used in professional presentations.	<b>04</b>
<b>(c)</b> Prepare an outline for an informative speech on 'Artificial Intelligence in Everyday Life'.	<b>07</b>
<b>OR</b>	
<b>(a)</b> Explain any two stages of a job interview.	<b>03</b>
<b>(b)</b> Discuss two advantages and two limitations of participating in conferences.	<b>04</b>
<b>(c)</b> Draft the opening statement of a motivational speech for new engineering graduates.	<b>07</b>
<b>Q.4 (a)</b> Define internet etiquette. Give two short examples.	<b>03</b>
<b>(b)</b> Explain the importance of etiquette while attending telephonic/online meetings.	<b>04</b>
<b>(c)</b> Critically evaluate how lack of etiquette can affect professional reputation.	<b>07</b>

**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**

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