

**UNIVERSITY COLLEGE TATI (UCTATI)****FINAL EXAMINATION QUESTION BOOKLET**

COURSE CODE	: DGE 2212
COURSE	: TECHNICAL ENGLISH II
SEMESTER/SESSION	: 2-2024/2025
DURATION	: 2 HOURS

Instructions:

1. This question booklet contains 3 sections. Answer all questions.
2. All answers should be written in the **answer** booklet.
3. Write legibly and draw sketcher wherever required.
4. If in doubt, raise your hands and ask the invigilator

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO

THIS BOOKLET CONTAINS 8 PRINTED PAGES INCLUDING COVER PAGE

SECTION A : READING COMPREHENSION (30 MARKS)

Read the text below and answer Questions 1 - 10

Fewer Work Meeting? Corporate America is trying.

By Alison Krueger

- I U.S. workers spend an average of 31 hours per month in meetings they consider unproductive, according to Zippia, a site that provides job seekers with information about a company's culture. Ms. Bender and Mr. Martine knew the problem. For them meetings of any kind — with a potential hire or a long-time collaborator — tended to run long. What they needed was a solution. 5
- II So, when they interviewed a candidate to be their new assistant, they didn't offer her a seat, instead asking if she was open to having a standing conversation. Then they skipped small talk and dived right in on her work history, ambitions, strengths and weaknesses, and views on the art industry. "After 20 minutes, we 100 percent got what we needed," Ms. Bender said. "The conversation was so efficient that I almost felt bad it was so short." They hired her, and it was such a positive experience — even though Ms. Bender and the interviewee were in heels. 10
- III Meetings are a source of stress for both employees and managers. "Meetings in and of themselves don't cause problems," said Steven G. Meetings elevate more voices, and being invited can feel like an honour, Mr. Rogelberg said. "Bad meetings are what causes the problems," he explained. "When meetings are poorly run and have too many attendees and run too long and don't have a clear purpose, that is problematic." 15 20
- IV It's also a problem when people have too many and can't do their work. In a 2022 study, Mr. Rogelberg found that office employees spent

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about 18 hours a week on average in meetings, which amounted to roughly \$25,000 annually in payroll costs per employee. Remote work during the pandemic, which took away opportunities to have spontaneous discussions, led to meeting creep. Many companies are trying to tackle the problem, finding creative ways to make meetings, both in person and virtual, not only more efficient but scarcer. Sarah Kellogg Neff, the chief executive of the Lactation Network, wants her employees to feel in control of their workdays. “We are a high-trust, **high-autonomy culture**,” she said. “This is what high performers want.”

V That’s why it is company policy that employees can opt out of meetings regardless of who invited them. Ms. Neff said. People cancel on her sometimes, but she doesn’t take offense. “In a weird way it makes me proud,” she said. Sam Kaser, 30, who lives in Chicago and works on the Lactation Network’s patient care team, said she exercises this right regularly, especially when a regular check-in on a long-term project is going to be outside her purview that week.

VI Many companies, including the Lactation Network, are experimenting with meeting-free days. Studies show that this type of intervention can work. A study published in the MIT Sloan Management Review found that when companies introduced one no-meeting day per week, autonomy, communication, engagement and satisfaction improved. Canva, a design software maker, has 3,500 employees across eight offices worldwide. If someone tries to schedule a meeting on Wednesday, the company’s designated no-meeting day, an auto decline comes “with a note that says that we are trying to adopt this policy for mental health and productivity,” said Jennie Rogerson, Canva’s global head of people, who is based in Sydney, Australia. Ms. Rogerson said, adding that “there is nothing better than inbox zero” — it is experimenting with entire weeks, called **focus weeks**, when nonessential meetings are canceled.

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- VII It's not easy to carry out something like this, Ms. Rogerson said. For example, employees are in different time zones. "We're trying to think through this." Another problem is that other workdays can be busier than they otherwise would. At the beginning of 2023, Shopify, the global commerce company, reinstated its meeting-free Wednesday, which it had tried in the past, and meetings that day dropped 44 percent. To free up more time, Shopify also automatically deleted recurring meetings with three people or more and asked people to hold off on rescheduling them for two weeks (a cooling-off period) so they could think about what needed to be added back in. The company also created one specific time slot when companywide meetings could be held. Jacques Krzepkowski, 39, said "The one-on-one meetings are easier to cluster, so I have larger blocks of free time to get deep work completed". 55 60
- VIII Ms. Neff, from the Lactation Network, cautioned that eliminating large group meetings might make some employees feel excluded. While her company is trying to cut back on meetings, it still allows anyone to join who wants to. "We have a very open-door policy," she said. "If you see a topic you are interested in or a meeting you are interested in, you can attend, but otherwise we respect your time." Mr. Rogelberg, who also works as a consultant, said he had clients who made meetings more efficient by rewriting agendas as questions to be answered instead of topics to discuss. "If you do that, you have to really think about why you are gathering," he said. "If there is no question to be answered, you don't need a meeting." This also helps determine who needs to be there, he said, because only the people who are essential for answering the questions should be included. 65 70 75

Adapted from The New York Times

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Answer all questions in sentence form.

1. What change did Shannon Bender and Keith Martine implement during their meetings to improve efficiency at Apostrophe and why? (3 marks)
2. According to the article, how much time do U.S. workers spend on average per month in unproductive meetings? (2 marks)
3. What policy does the Lactation Network have regarding employee participation in meetings, and why? (4 marks)
4. Describe methods Spotify used to reduce the number of meetings and its impact on employee. (4 marks)
5. Elaborate on the challenges companies face when implementing meeting-free days, as mentioned in the article? (3 marks)
6. How did standing meetings experiment affect the hiring process at Apostrophe? (2 marks)
7. According to Steven G. Rogelberg, what differentiates good meetings from bad meetings? (4 marks)
8. What benefits did Canva observe by enforcing a no-meeting day on Wednesdays? (2 marks)
9. How did companies rewriting agendas as questions to be answered, help to make meetings more focused? (2 marks)

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10. Find the meanings of the phrases as they are used in the passage

- a. High-trust, high-autonomy culture (*Paragraph 4, Line 30*) (2 marks)

- b. Focus week (*Paragraph 6, Line 51*) (2 marks)

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SECTION B: SHORT ANSWERS (30 MARKS)

1. Cover letter is a document that you submit along with your resume when applying for a job which formally introduce you as a candidate. Explain **SIX (6)** important format that need to be included in a cover letter. For each format, explain what information should be included and why is it important. (18 marks)

2. Resume is a document summarizes individuals' relevant information and is used when applying for jobs. List and describe **FOUR (4)** main sections of a resume. For each section, explain what information should be included and why is it important. (12 marks)

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SECTION C: WRITING (40 MARKS)

1. You are the secretary of Greentech Solutions, and you need to write a Notice of Meeting for your departmental meeting. You may refer to the requirements of the meeting below:

Name of the company	: Greentech Solutions
Members of the Meeting	: All department team members
Date of the Meeting	: 8 th November 2024
Venue of the Meeting	: Conference Room B
Time of the Meeting	: 9.00 am until 11.00 am

(20 marks)

2. You are the secretary of Greentech Solutions, and you need to write an email to notify your department team members about the departmental meeting. Obey the format required for writing an email. You may refer to the requirements below:

From	: <i>your company's email address</i>
To	: All department team members
CC	: <i>you must CC your email to your department manager</i>
Subject	: <i>Include an appropriate subject for your email</i>
Body	: Construct a good set of content to notify your department team members about the meeting.

(20 marks)

-----End of Question Paper-----