LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

U.G. DEGREE EXAMINATION – **GENERAL ENGLISH**

SECOND SEMESTER – **APRIL 2022**

UEL 2205 – GENERAL ENGLISH II - INTERMEDIATE (COMMERCE)

(2019,2020 BATCH ONLY)

Date: 23-06-2022 Dept. No. Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

PART – A **(10x2 = 20 Marks)**

Q. No **Answer all the following questions**

1 Define the term Negotiator.

2 Who works and collaborates well with others in the team?

3 What is the role of Nonverbal in Communication?

4 Name four kinds of approach in Negotiation.

5 Explain the terms: Memo, Proposal

6 When will you use Salutation in the letter?

7 Write any two components of agenda.

8 How to build an effective team?

9 Define the term Tele conferencing.

10 Name any two problem solving skills.

PART – B **(4 x 10 = 40 Marks)**

Answer any FOUR questions in about 150 words each:

11 Explain the role of decision making in team building.

12 Classify the four kinds of Negotiations and explain how to make your negotiation effective?

13 Plan and organize the presentation of a Speech.

14 Clarify the different types of Nonverbal Communication.

15 Enumerate the importance of word choice in communication.

16 Distinguish Conference, Seminar and Workshop.

PART – C **(2 x 20 = 40 Marks)**

Answer any TWO questions in about 300 words each:

17 Elaborate on the role of team player in a team work. Sketch an incident that motivated you to become a team player.

18 Preparation plays a pivotal role in presentation.
Justify.

19 Draft a letter addressing the dissatisfaction with a service to a company of your choice.

20 Attempt a dialogue writing that exemplifies the typical process of negotiation between two groups by using any one approach of Negotiation. (15 exchanges)

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