3	LOYOLA COLLEGE (AUTONOMOUS),	CHENNAI – 600 03					
U.G. DEGREE EXAMINATION – GENERAL ENGLISH							
2	SECOND SEMESTER – APRI	L 2022					
LUCE	UEL 2205 - GENERAL ENGLISH II - INTERI (2021 BATCH ONLY)	MEDIATE (COMMERC	:Е)				
Da	Date: 23-06-2022 Dept. No.	Max. :	100]	Marks			
Tir	ime: 01:00 PM - 04:00 PM						
	SECTION A						
Ans	nswer ALL the Questions						
1.	Define the following	((5 x 1	= 5)			
a)	Verbal communication.		K1	CO1			
b)	Group dynamics.		K1	CO1			
c)	Paralinguistics.		K1	CO1			
d)	Teleconferencing.		K1	CO1			
e)	Agenda.		K1	CO1			
2.	Fill in the blanks		(5 x 1	= 5)			
a)	presents the summary of any official/formal mee	eting.	K1	CO1			
b)	renders overview an individual's outlook when a	applying for a job.	K1	CO1			
c)	style is preferred in business communication.		K1	CO1			
d)	plays a vital role in group communication.		K1	CO1			
e)	resolves the problem in decision-making.		K1	CO1			
3.	Match the following		(5 x 1	= 5)			
a)	Group Discussion - 1) Important tool in getting t	hings done	K2	CO1			
b)	Persuasion - 2) Main component in acquir	ring a job	K2	CO1			
c)	Body Language - 3) Word sounds		K2	CO1			
d)	Nonverbal Cues -4) Gesture when communicat	ting	K2	CO1			
e)	Vocalic - 5) Signs without words	11 - 11 - 11 - 11 - 11 - 11 - 11 - 11	K2	CO1			
4.	TRUE or FALSE		(5 x 1	= 5)			
a)	Paralinguistic cues are the aspects of spoken communication	that do not involve	K2	CO1			
	words.						
b)	Punctuality is an important aspect of interview skills.		K2	CO1			
c)	Dishonesty can be practiced in resume.		K2	CO1			
d)	Unstructured interview is also a kind of interview.	11 - 11 - 11 - 11 - 11 - 11 - 11 - 11	K2	CO1			
e)	A memorandum (memo) is used to communicate something of	of immediate importance	K2	CO1			
	to people within a business or organization						
l			l.				

	SECTION B		
Answer any TWO of the following in 100 words		$(2 \times 10 = 20)$	
5.	Explain the essentials skills required to be attained for an interview.	K3	CO2
6.	Illustrate how group dynamics play an important role in team building.	K3	CO2
7.	Differentiate body language and paralinguistic cues.	K3	CO2
8.	Write a short note on leadership skills.	K3	CO2
	SECTION C		
Answer any TWO of the following in 100 words		$(2 \times 10 = 20)$	
9.	Examine the functions of conflict resolution.	K4	CO3
10.	Analyse various aspects of writing in a business setup.	K4	CO3
11.	Inspect the ways in which communication in business is different and distinct.	K4	CO3
12.	Compare and contrast paralinguistic aspects of communication.	K4	CO3
	SECTION D		
Answer any ONE of the following in 250 words		(1 x 20 = 20)	
13.	Estimate the ways to make business communication effective.	K5	CO4
14.	Evaluate the intricacies involved in Group Discussion.	K5	CO4
	SECTION E	J	J
Answer any ONE of the following in 250 words		$(1 \times 20 = 20)$	
15.	Draft a cover letter for the job of Probationary Officer in a reputed bank.	K6	CO5
16.	Write a speech on any leader by describing how impressive the leader has been in	K6	CO5
	history.		

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