

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**M.A. DEGREE EXAMINATION – ENGLISH****FIRST SEMESTER – NOVEMBER 2022****PEL1MC04 – EFFECTIVE WORKPLACE COMMUNICATION**

Date: 28-11-2022

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

SECTION A**Answer ALL the questions**

1	Define the following:	(5 x 1 = 5)	
a)	Cyber Security	K1	CO1
b)	Prospecting cover letter	K1	CO1
c)	Gender inclusivity	K1	CO1
d)	Agenda	K1	CO1
e)	Trip report	K1	CO1
2	State true or false	(5 x 1 = 5)	
a)	Over-scenting is an acceptable grooming etiquette.	K2	CO1
b)	Writing the body of the mail in all capitals is a good email etiquette	K2	CO1
c)	It is okay to use mobile phone during a business dinner	K2	CO1
d)	Devil's advocate agrees with the group on all decisions	K2	CO1
e)	Emotional quotient is important to work in an organization	K2	CO1

SECTION B**Answer any THREE of the following in 300 words****(3 x 10 = 30)**

3	Interpret the types of gestures and postures with suitable examples.	K3	CO2
4	Explain the importance of group discussion in recruitment process.	K3	CO2
5	Write a minutes of the meeting on the student orientation programme.	K3	CO2
6	Explain the importance of interview skills with an emphasis on self-introduction.	K3	CO2
7	Write a trip report based on your educational tour.	K3	CO2

SECTION C**Answer any TWO of the following in 400 words****(2 x 12.5 = 25)**

8	Analyze the importance of gender sensitivity in the workplace.	K4	CO3
9	Explain the significance of WhatsApp etiquette with suitable examples.	K4	CO3
10	Classify the types of social media based on user behaviour and preferences with an emphasis on media management.	K4	CO3
11	Evaluate the importance of professional behavior in a workplace.	K4	CO3

SECTION D**Answer any ONE of the following in 500 words****(1 x 15 = 15)**

12	Evaluate the importance of punctuation in editing with suitable examples.	K5	CO4
13	Justify the necessity for cyber hygiene in the modern workplace.	K5	CO4

SECTION E**Answer any ONE of the following in 500 words****(1 x 20 = 20)**

14	Write an essay on the importance of cross-cultural understanding with suitable examples.	K6	CO5
15	Write a covering letter to the manager of a publishing firm regarding a job vacancy and attach your resume with the cover letter.	K6	CO5
