

**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034****B.Com. DEGREE EXAMINATION – ACCOUNTING AND FINANCE & COMPUTER APPLI.****FIRST SEMESTER – NOVEMBER 2022****UEL 1209 – ENGLISH FOR PROFESSIONAL SKILLS - I**

Date: 22-11-2022

Dept. No. 

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

**SECTION A****Answer ALL the Questions**

<b>1.</b>	<b>Match the following</b>	<b>(5 x 1 = 5)</b>	
a)	Technical Communication - Noise	K1	CO1
b)	Listening barrier - Sharing of message in an organisation	K1	CO1
c)	Scanning - Deliberative listening	K1	CO1
d)	Communication - Reading for specific information	K1	CO1
e)	Active listening - Transmission of Information	K1	CO1
<b>2.</b>	<b>True or False</b>	<b>(5 x 1 = 5)</b>	
a)	Effective communication is a key to success in business.	K1	CO1
b)	Rules help in seamless organisational communication	K1	CO1
c)	A person's communication determines his competence.	K1	CO1
d)	Body language is more essential to convey the right meaning of verbal communication.	K1	CO1
e)	Communication ability consistently ranks last among the skills that employers look for in college graduates.	K1	CO1
<b>3.</b>	<b>Fill in the blanks</b>	<b>(5 x 1 = 5)</b>	
a)	Listening reckons the listeners to be _____.	K2	CO1
b)	Scanning is required for deep _____.	K2	CO1
c)	Technical communication is an example of _____ communication.	K2	CO1
d)	Technical issues in listening arises because of the _____ barrier.	K2	CO1
e)	When there is a logical flow in a text, the text is _____.	K2	CO1

<b>4.</b>	<b>Answer the following</b>	<b>(5 x 1 = 5)</b>	
a)	Define non verbal communication	K2	CO1
b)	What is scanning?	K2	CO1
c)	The barrier that occurs in communication is otherwise known as _____. i) Channel ii) Noise iii) Feedback iv) Connection	K2	CO1
d)	What is decoding?	K2	CO1
e)	The following one is NOT the characteristics of a good report. i) Accuracy ii) Brevity iii) Relevance iv) Fictional	K2	CO1

### SECTION B

**Answer any TWO of the following in 100 words** **(2 x 10 = 20)**

5.	Illustrate the various etiquette of Group Discussion.	K3	CO2
6.	Explain the different types of listening.	K3	CO2
7.	Enumerate the difference between formal and informal communication.	K3	CO2
8.	Summarize the process of communication.	K3	CO2

### SECTION C

**Answer any TWO of the following in 100 words** **(2 x 10 = 20)**

9.	Distinguish the barriers involved in effective communication.	K4	CO3
10.	Examine the stages of listening.	K4	CO3
11.	Compose a communication model in a workplace.	K4	CO3
12.	Assimilate how technical communication achieves the definite goal of an organisation.	K4	CO3

### SECTION D

**Answer any ONE of the following in 250 words** **(1 x 20 = 20)**

13.	Estimate various types of reading.	K5	CO4
14.	Compare and contrast hearing and listening with instances.	K5	CO4

### SECTION E

**Answer any ONE of the following in 250 words** **(1 x 20 = 20)**

15.	Write a short essay on <i>An Unforgettable Person in Your Life</i> .	K6	CO5
16.	A group of five students have been given the topic: "Enhancement Drugs in Sports" Write down a group discussion on this topic.	K6	CO5

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