



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

U.G DEGREE EXAMINATION – GENERAL ENGLISH

FIRST SEMESTER – APRIL 2024

UEL 1209 – ENGLISH FOR PROFESSIONAL SKILLS - I

Date: 04-04-2024

Dept. No.

Max. : 100 Marks

Time: 09:00 AM - 12:00 NOON

SECTION A - K1 (CO1)

Answer ALL the Questions

(10 x 1 = 10)

1. Answer the following

- a) What is Technical Communication?
- b) Explain Haptics.
- c) Give an example for Semantic Barriers.
- d) Who is a Starting Point in Group Discussion?
- e) Write any two functions of a Business Letter.

2. True or False

- a) Prosodics include Rhythm, Stress and Intonation.
- b) There are five stages involved in the process of Listening.
- c) Sounds that are generally associated with the letters p, b, t, d are Nasals.
- d) Finding related news is one of the while- reading activities.
- e) Informal reports does not contain the letter of transmittal

SECTION A - K2 (CO1)

Answer ALL the Questions

(10 x 1 = 10)

3. MCQ

- a) The language in Technical Communication is Simple, Precise and _____.
a) Indirect b) Subtle c) Direct d) Ambiguous
- b) Which is a type of listening where the listener assigns meaning to sounds rather than words?
a) Discriminative b) Critical c) Informational d) Empathetic
- c) What is the other name for Performing Stage in Group Discussion?
a) Closure b) Synergy c) Power Struggle d) Orientation
- d) IPA is _____ in Phonetics.
a) International Phonetics Accent b) Internal Phonetics Association
c) Investigative Phonetics Accent d) International Phonetics Association
- e) Which one among the following is NOT the characteristics of a Report?
a) Clarity b) Precision c) Pictures d) Accuracy

4. Fill in the blanks

- a) There are 7% of spoken words, _____% of voice, tone and 55% of body language involved in the process of Personal Communication.
- b) _____ barriers occur during illness.
- c) The second stage of Group Development in Group discussion is _____.
- d) The study and the classification of speech sounds is called _____.
- e) _____ is the oldest and outdated form of Business Letters.

SECTION B - K3 (CO2)

Answer any TWO of the following in 100 words each.

(2 x 10 = 20)

- 5. Describe paralanguage used in non-verbal communication.
- 6. Explain the different types of Listening.
- 7. Highlight the important roles of Speaking Skills in the workplace.
- 8. What are the layouts used in Business Letters?

SECTION C – K4 (CO3)	
Answer any TWO of the following in 100 words each. (2 x 10 = 20)	
9.	Examine the role of eye contact in the business environment.
10.	Analyze the different stages of Listening.
11.	Classify the types of Reports.
12.	Explore the various roles played by the candidates in Group Discussion.
SECTION D – K5 (CO4)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
13.	Evaluate the purpose of technical communication.
14.	Examine the three stages involved in the process of Reading.
SECTION E – K6 (CO5)	
Answer any ONE of the following in 250 words (1 x 20 = 20)	
15.	Frame guidelines to prepare oneself for a Group Discussion at the time of Interview!
16.	Imagine you are tasked with writing a report on the impact of artificial intelligence on job markets. How would you creatively approach the structure and format of the report to engage readers and encourage critical thinking about the topic?

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