



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

U.G. DEGREE EXAMINATION – GENERAL ENGLISH

SECOND SEMESTER – APRIL 2024

UEL 2205 – GENERAL ENGLISH II - INTERMEDIATE (COMMERCE)

Date: 04-04-2024

Dept. No.

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

PART – A

I Answer the following questions

(10x2 = 20 Marks)

- 1) Distinguish between Conference and Workshop
- 2) Expand and explain AIDA
- 3) Define the terms a) Negotiation and b) Conflict
- 4) Explain BCC and CC of a mail.
- 5) List down the steps of preparing a speech.
- 6) Explain any two different types of Interview.
- 7) Give two examples of Complimentary Closures in a formal letter.
- 8) Write down any two aims of Advertising.
- 9) Define Leader.
- 10) Define the term Agenda.

PART – B

II Answer any FOUR questions in about 150 words each

(4 x 10 = 40 Marks)

- 11) Comment on the importance of NonVerbal Communication
- 12) Examine the characteristics of an effective leader.
- 13) Briefly explain the different types of NonVerbal Communication.
- 14) Analyse the conflict given below and provide two potential solutions for it.
You are the Assistant Director of a hostel where two undergraduate students, Sarah and Reena, have been assigned as roommates for the semester. Sarah is an early riser who prefers a quite environment for studying while Alex enjoys staying up late and often hosts friends in the room for late- night study sessions and socializing.
- 15) Articulate the characteristics of Negotiation.
- 16) Deduce the role of an interviewee one day before the interview process.
- 17) Elaborate on the characteristics and skills required in effective team-building.
- 18) Identify the role of a Chairperson, Moderator, and Participant in a Group Discussion or Conference.

PART – C

III Answer any TWO questions in about 300 words each

(2 x 20 = 40 Marks)

- 19) Examine the role of the interviewee in an interview process.
- 20) Draft a letter to your higher officer/ manager asking him a two- day off after the submission of a huge project also highlighting the requirement of more manforce in your team for upcoming projects.
- 21) Create a productive mind map on the topic, “Ways to spend my Summer vacation”.
- 22) Draft a pep talk on the topic, “Believe –Miracles Happen”.

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