

**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034****U.G. DEGREE EXAMINATION – GENERAL ENGLISH****SECOND SEMESTER – APRIL 2022****UEL 2205 – GENERAL ENGLISH II - INTERMEDIATE (COMMERCE)****(2021 BATCH ONLY)**

Date: 23-06-2022

Dept. No. 

Max. : 100 Marks

Time: 01:00 PM - 04:00 PM

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

<b>1. Define the following</b>		<b>(5 x 1 = 5)</b>
a) Verbal communication.		K1 CO1
b) Group dynamics.		K1 CO1
c) Paralinguistics.		K1 CO1
d) Teleconferencing.		K1 CO1
e) Agenda.		K1 CO1
<b>2. Fill in the blanks</b>		<b>(5 x 1 = 5)</b>
a) _____ presents the summary of any official/formal meeting.		K1 CO1
b) _____ renders overview an individual's outlook when 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
<b>3. Match the following</b>		<b>(5 x 1 = 5)</b>
a) Group Discussion -	1) Important tool in getting things done	K2 CO1
b) Persuasion -	2) Main component in acquiring a job	K2 CO1
c) Body Language -	3) Word sounds	K2 CO1
d) Nonverbal Cues -	4) Gesture when communicating	K2 CO1
e) Vocalic -	5) Signs without words	K2 CO1
<b>4. TRUE or FALSE</b>		<b>(5 x 1 = 5)</b>
a) Paralinguistic cues are the aspects of spoken communication that do not involve words.		K2 CO1
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.		K2 CO1
e) A memorandum (memo) is used to communicate something of immediate importance to people within a business or organization		K2 CO1

