

**End Semester Examinations - 2015-16 Even Semester - May 2016**

**14EN2002 Professional English II**

**Set A**

**Time : 3 hrs**  
**Total Marks: 100**

1. Do you think non-verbal cues do play important role in oral communication? What are the different non-verbal cues used in communication? Discuss with relevant and concrete examples.  

**OR**
2. Discuss the importance of upward and downward communication in organization. Write your answer in 250 words
3. Do you think psychological barriers affect the flow of communication? Explain with relevant examples.  

**OR**
4. What are the different modes of internal and external communication? Explain the use of each mode
5. Imagine you are attending an interview and you are asked the following questions. Write the possible answers for these questions, each answer in 30 - 50 words:
  - a) Do you think you have acquired the skills required for the job?
  - b) What is the subject you like most in your course of study?
  - c) Do you want to work independently or as part of a team? Why?
  - d) Do you want to work in India or abroad? Why?
  - e) How do you want to achieve your goal in life?

**OR**
6. Write purchase letters for the following contexts:
  - a) You are planning to change the furniture in your office. You received few quotations from different dealers. You found one suitable and cheaper. Send a purchase letter to this dealer asking him to send the furniture items like office table, computer table, chairs of different size and other items. Write the letter with specific details and use appropriate format (10 marks)
  - b) You are planning to buy airconditioner, desktop computer, air cooler and laptop for your new office. Send a purchase letter to the dealer that you have shortlisted and give specific details. Write the letter in the accepted format. (10 marks)
7. Answer the following:
  - a) Write an email to your Manager seeking permission for 5-day time off work for attending a training programme overseas. Provide proper reason for the leave (7 marks)
  - b) As your department association secretary, you are asked to organize a meeting for its members. Draft a circular giving details of the meeting. Use appropriate format (7 marks)
  - c) Write a memo informing all the staff of the company that there would be change of working hour for all the technical staff. Provide appropriate reason and write your memo in the correct format (6 marks)

**OR**
8. Draft letters for the following situations:
  - a) As Company Manager, you wish to provide uniforms to your staff. Write an enquiry letter to a garment retailer mentioning your requirement. Draft the letter with relevant and specific details and use appropriate letter format (10 marks)

b) Write an enquiry letter to a car retailer asking for details of different car models that you wish to purchase for your employees. Please include at least five car models and mention why you require them. Use appropriate format (10 marks)

9. Draft sales advertisement for the following products.

a) Mobile phone

b) computer

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**Wishing you All the Best**

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