Reg. No. \_\_\_\_\_\_\_\_\_\_\_\_



**End Semester Examination – Nov / Dec – 2019**

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| **Code :** | **17EN2002** | **Duration :** | **3hrs** |
| **Sub. Name :** | **PROFESSIONAL ENGLISH** | **Max. Marks :** | **100** |

**ANSWER ALL QUESTIONS (5 x 20 = 100 Marks)**

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| **Q. No.** | **Sub Div.** | **Questions** | **Course**  **Outcome** | **Marks** |
| 1. | a. | When is the communication process complete?  (a) When the sender transmits the message  (b) When the message enters the channel  (c) When the message leaves the channel  (d) When the receiver understands the message | CO1 | 1 |
| b. | \_\_\_\_\_\_\_\_ is the first enemy of communication.  (a) Clarity (b) Noise (c) Completeness (d) Politeness | CO2 | 1 |
| c. | Write the importance of communication in human life. | CO2 | 6 |
| d. | Explain the different communication barrier with examples. | CO2 | 12 |
| **(OR)** | | | | |
| 2. | a. | In an office, an employee communicates horizontally with his \_\_\_\_\_\_\_\_ (a) superiors (b) subordinates (c) customer (d) assistant | CO4 | 1 |
| b. | They can identify the mistake – identify the tense form  (a) Simple Present (b) Present Continuous (c) Simple future  (d) Simple past | CO1 | 1 |
| c. | Combine these sentences using appropriate connectors.  (i) I like to swim. I eat my breakfast  (ii) It was extremely dark. The lights were switched off  (iii) They have been much happier. They won the lottery last year  (iv) We go for a lot of walks. The weather is good  (v) I love ice cream. In addition, I love chocolate  (vi) Brenda does a lot of exercise. She is fit | CO1 | 6 |
| d. | Explain the different flow of communication. | CO4 | 12 |
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| 3. | a. | In which among the following we cannot use gestures.  (a) Informal communication (b) Oral communication  (c) Written communication (d) Body language | CO6 | 1 |
| b. | Pictures, slides falls under which category?  (a) Audio-Visual communication (b) Visual communication  (c) Reporting (d) Body language | CO4 | 1 |  |  |  |
| c. | Write the significance of non-verbal communication. | CO6 | 6 |
| d. | Explain the components of body language and their role in effective communication | CO6 | 12 |
| (OR) | | | | |
| 4. | a. | Proxemics is a type of \_\_\_\_\_\_\_\_ communication involving use of proper and effective space while communicating.  (a) non-verbal (b) verbal (c) formal (d) none of the above | CO3 | 1 |
| b. | The non verbal aspects of the spoken words are known as  (a) paralanguage (b) metalanguage (c) linguistics (d) all the above | CO3 | 1 |
| c. | Name the universally accepted facial expressions. | CO3 | 2 |
| d. | Explain the personal zone in Proxemics. | CO3 | 2 |
| e. | Prepare atleast twelve slides on “Cyber Bullying” for oral presentation. | CO3 | 14 |
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| 5. | a. | Illustrate any five types of interview with examples. | CO4 | 10 |
| b. | You received a call letter to attend an interview for the Research Assistant position in the Centre for Applied Electronics. List out the strategies to face the interview. | CO4 | 10 |
| **(OR)** | | | | |
| 6. | a. | Explain the role of personal attributes in an interview. | CO4 | 5 |
| b. | Here are some of the possible questions which could be asked in an interview. What would be your answer if they have been raised in your interview?  (i) Tell us something about yourself.  (ii) What are your career objectives?  (iii) What are your strengths?  (iv) Are you a leader or a follower?  (v) Tell us about a problem you have faced and the strategy  you used to handle it? | CO3 | 15 |
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| 7. | a. | Assume you are applying for the post of Junior Engineer in your respective branch. Send your detailed resume with a covering letter to The General Manager, Human Resources of Sandvik Asia Ltd., Mumbai. | CO5 | 10 |
| b. | Suppose you want to take a car loan from State Bank of India. Write a letter to the Chief Manager, SBI branch of your locality requesting him/her to send you all the information related to SBI car loans. | CO5 | 10 |
| **(OR)** | | | | |
| 8. | a. | When will you write a complaint letter?  (a) often (b) seldom c) at regular intervals  (d) if there is deficiency in service | CO4 | 1 |
| b. | A written warning is often called called a \_\_\_\_\_\_\_\_.  (a) suggestion (b) instruction (c) memo (d) letter | CO4 | 1 |
| c. | One of the 12 cases that you have received from your supplier contains goods that you did not order. Draft a complaint letter about it asking for its quick replacement. | CO5 | 8 |
| d. | You are the Head of the Department of Computer Science. Your management proposes to start a course on information technology in the college. You are asked to give a detailed report about the available and required infrastructure in the college and the total investment required for starting the course. | CO5 | 10 |
|  | | **Compulsory**: |  |  |
| 9. | a. | Request your insurance company to quote you for a valued policy of marine insurance in respect of shipments of engineering products from Pune to London. | CO5 | 10 |
| b. | Assume that you are the Chief Manager of Corporation Bank, Bangalore branch. Write a sales letter for poetential customers. Your letter should promote the housing, education, and personal loans of the bank. | CO5 | 10 |