

**FIFTH SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2022**  
**(Regular/Improvement/Supplementary)**

**FUNCTIONAL ENGLISH (OPEN COURSE)**

**GFEN5D03T: ENGLISH FOR PROFESSIONAL SUCCESS**

**Time: 2 Hours**

**Maximum Marks: 60**

**SECTION A: Answer the following questions. Each carries 2 marks.**  
**(Ceiling 20 Marks)**

1. Mention any two limitations of downward communication.
2. When does diagonal communication take place?
3. Define sales presentation.
4. What are the features of monologue presentations?
5. Explain guided discussions.
6. Explain the meaning of the lay-out of a business letter.
7. What does concreteness mean in a business letter?
8. What details should an interview call letter include?
9. What is chairing a meeting?
10. Give two examples of formal meetings.
11. What should your objective be during a selection interview?
12. How do you begin a meeting?

**SECTION B: Answer the following questions. Each carries 5 marks.**  
**(Ceiling 30 Marks)**

13. Write a short note on the importance of upward communication.
14. Explain the role of audio-visual aids in presentation.
15. What does the strategy of presentation involve?
16. Draft a letter of complaint to Amazon.in complaining about the delivery of damaged goods.
17. Explain the features of a good adjustment letter.
18. What are the three stages of every interview and which is the most important?
19. Explain the features of a good adjustment letter.

**SECTION C: Answer any 1 question. Each carries 10 marks.**

20. Discuss the do's and don'ts of E-mail writing.
21. Draft the minutes of the meeting held to discuss the college day celebrations.

**(1 x 10 = 10 Marks)**