

**FIFTH SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2024  
(Regular/Improvement/Supplementary)**

**FUNCTIONAL ENGLISH  
GFEN5D03T: ENGLISH FOR PROFESSIONAL SUCCESS  
(OPEN COURSE)**

**Time: 2 Hours**

**Maximum Marks: 60**

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

1. Define monologue presentation with an example.
2. What is the importance of communication in business?
3. Mention any two important factors of body language in business.
4. What are the Seven C's of communication?
5. Comment on negotiation skills.
6. Differentiate between a CV and a resume.
7. How does feedback influence communication processes?
8. How does one politely ask permission to leave a meeting with a client to attend an important call?
9. Write any two expressions of asking for clarifications.
10. What is the role of ethics in communication?
11. Distinguish between Bcc and Cc.
12. Differentiate between interpersonal and intrapersonal communication.

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

13. Define interview. State the different types of interviews.
14. Write a brief note on the dos and don'ts of drafting emails.
15. Give an account of a few effective presentation strategies.
16. Draft a letter of complaint addressing a leak in the employees' washroom.
17. List out the differences between upward and downward communication with examples.
18. Write an e-mail to your client explaining that your project will be delayed.
19. Draft the Minutes of a meeting of the Student Council of your college.  
Agenda: Finalise the date of College Day 2024.

**SECTION C: Answer any *one* question. Each carries *ten* marks.**

20. You are a student attending a Literary Festival. Draft an interview between you and your favourite author.
21. Prepare a covering letter for the dream job you are applying for.

**(1 × 10 = 10 Marks)**