D5BFE2305 **Reg. No.....**

Name: .....

FIFTH SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2025
(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. State any two features of an effective presentation.
2. How does a structured interview differ an open-ended interview?
3. What do you understand by negotiation skill?
4. What is the purpose of a complaint letter?
5. What is meant by "You Attitude"?
6. Give two examples of formal meetings.
7. How can the limitations of upward communication be overcome?
8. Why are capital letters not used in E-mail?
9. What are the limitations of crosswise communication?
10. Comment on presentation.
11. What is interview in business communication?
12. What are the things to include in your opening to start a meeting?

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

13. What are the seven C's of communication?
14. Mention some guidelines for a collection letter.
15. Elaborate the role of a chairperson in a formal meeting.
16. What are the barriers to horizontal communication?
17. Discuss the role of speech in a good presentation.
18. What is the best way to end a meeting?
19. What are the advantages of sending an E-mail rather than writing letters in business communication?

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

20. Explain the format of E-mail writing.
21. What guidelines should the interviewee follow before, during and after the interview?

(1 x 10 = 10 Marks)