

**PARUL UNIVERSITY**  
**FACULTY OF ARTS**  
**B. Arts Summer 2022–23 Examination**

**Semester: - 02****Date: 15/5/2023****Subject Code: - 15193182****Time: 10:30am to 01:00pm****Subject Name: - English II****Total Marks: 60****Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start a new question on a new page.

**Q.1 Do As Directed.****08**

- 1 Which of the following is a potential consequence of miscommunication in the workplace?  
 (A) Improved productivity (B) Increased job satisfaction  
 (C) Decreased morale (D) Better team collaboration
- 2 Which of the following is a non-verbal communication skill that can help in an interview?  
 (A) Using complex technical terms (B) Fidgeting and slouching  
 (C) Maintaining eye contact (D) Interrupting the interviewer
- 3 Which of the following is an example of professional written communication?  
 (A) Using slang and abbreviations (B) Using grammar and punctuation  
 (C) Writing in all caps (D) All of the above
- 4 Which of the following is an example of a professional email greeting?  
 (A) Hey! (B) Yo!  
 (C) Respected Sir/Madam (D) Dear Sir
- 5 How can one effectively communicate with someone who has a different communication style?  
 (A) By using offensive language and gestures (B) By not communicating at all  
 (C) By adapting one's communication style to match the other person's style (D) By interrupting the other person and not allowing them to speak
- 6 Which of the following is a past continuous tense?  
 (A) I have been working (B) I had worked  
 (C) I am working (D) I was working
- 7 Which tense is used to describe actions that will be completed at a specific time in the future?  
 (A) Present perfect (B) Future continuous  
 (C) Future perfect (D) Present continuous
- 8 Which of the following is an example of the present simple tense?  
 (A) She is studying for her exam (B) They were playing tennis yesterday  
 (C) He has written a novel (D) We eat breakfast at 8am every day
- 9 Which tense is used to describe habitual actions in the past?  
 (A) Simple past (B) Past continuous  
 (C) Past perfect (D) None of the above
- 10 How can miscommunication be prevented at workplace?  
 (A) Use technical jargon and acronyms (B) Communicate only via email to keep a record  
 (C) Repeat key points to ensure understanding (D) Make assumptions about the other person's understanding
- 11 Why is it important to dress appropriately for an interview?  
 (A) To show off your fashion sense (B) To make a good first impression  
 (C) To distract the interviewer (D) To intimidate other candidates
- 12 Which of the following is an example of professional verbal communication?  
 (A) Speaking loudly and aggressively (B) Using sarcasm  
 (C) Speaking clearly and politely (D) Interrupting
- 13 How can one effectively communicate feedback in professional settings?  
 (A) By using offensive language and gestures (B) By criticizing and judging the other person  
 (C) By providing specific and constructive feedback in a respectful manner (D) By avoiding any type of feedback
- 14 Which of the following sentences is in the future continuous tense?  
 (A) I had been working for hours when she arrived (B) They will have completed the task by tomorrow  
 (C) She is leaving for London next week (D) He will be studying for his exams all weekend

- 15 Which of the following is NOT a common cause of miscommunication?  
 (A) Language barriers (B) Cultural differences  
 (C) Lack of clarity in message (D) Over-communication
- 16 How can one ensure effective communication in virtual or remote professional settings?  
 (A) By not using video conferencing to avoid technical difficulties (B) By not attending the meeting itself to avoid technical difficulties  
 (C) By muting themselves and not participating in the discussion (D) By testing the technology beforehand and being prepared for the meeting

**B. Terms / Short Notes / Case Study / Charts / Graphs/ Tables, etc. (Each of 01 mark) (07)**

- 1 How can miscommunication at workplace be handled?
- 2 What is the purpose of researching the company before an interview?
- 3 What are the 3 Cs of Communication?
- 4 Why is it important to be aware of cultural differences in professional communication?
- 5 What is the purpose of feedback in professional communication?
- 6 What is the purpose of using visual aids in professional presentations?
- 7 What is the past continuous tense of the verb "sleep"?

**Q.2 Answer the following.**

- 1 What is the importance of active listening during an interview? How will passive listening affect the interview? (04)
  - 2 What is the role of body language in professional communication? List all non-verbal communication skills in a work place (04)
  - 3 How can you make a positive first impression during an interview? (04)
- OR**
- 3 How is the audience important in a presentation? Identify the different kinds of audience one can have for different presentations. (04)

**Q.3 Answer the following.**

- 1 State the different professional communication skills. How can one improve them? (05)
  - 2 Explain the importance of non-verbal communication in presentations and how it can affect the effectiveness of the presentation. (05)
  - 3 What are some common interview questions and how can you prepare for them? (05)
- OR**
- 3 Fill in the blanks with correct form of the verb (with tenses): - (05)
- (i) She (watch) \_\_\_\_\_ TV when the phone rang  
 (ii) They (travel) \_\_\_\_\_ to Europe next summer  
 (iii) The concert (start) \_\_\_\_\_ in an hour  
 (iv) She (read) \_\_\_\_\_ the novel before she saw the movie  
 (v) I (study) \_\_\_\_\_ for my exams when my friend called me

**Q.4 Answer the following.**

- 1 Read the following paragraph and rewrite the words given in the brackets with the correct tense form: - (06)
- John has always loved playing soccer. He (start) playing when he was just five years old, and (continue) to play throughout high school and college. After college, John (move) to a new city and (join) a local soccer league. Last Saturday, John's team (play) against their rivals, the Red Hawks. At 3 p.m. sharp, the referee (blow) his whistle and the game (begin). John's team played well in the first half, and they (score) two goals. However, the Red Hawks (come) back in the second half, and they scored two goals of their own. The crowd (cheer) as John's team (win) the game 3-2. After the game, John (celebrate) with his teammates and (talk) about the game.
- 2 What should one remember before, while and after the interview? (06)
  - 3 What are the key components of a professional email? Write an email to illustrate your answer. (06)
- OR**
- 3 What are the key elements of a successful presentation? (06)