



**PRESIDENCY UNIVERSITY  
BENGALURU**

**SCHOOL OF MANAGEMENT**

**MAKE UP EXAMINATION- JAN 2023**

**Course Code:** LNG 106

**Course Name:** Communicative English I

**Program** : BBA/BBA Av/B Com

**Date:** 23-JAN-2023

**Time:** 9:30AM to 12:30PM

**Max Marks:** 100

**Weightage:** 50 %

**Instructions:**

- (i) Read the all questions carefully and answer accordingly.
- (ii) Use of simple calculator is allowed

**Part A [Memory Recall Questions]**

**Answer all the Questions. Each Question carries TWO marks.**

**(15Qx 2M= 30M)**

Choose the correct option from the given choices in the bracket and fill in the blanks: (CO 1, Knowledge)

1. Some people may have a problem in processing information or retaining information in the memory, these types of problems can be termed as \_\_\_\_\_ barrier. (physical/attitudinal)
2. Listening for \_\_\_\_\_ is when the learner tries to understand what is happening even if he or she can't understand every phrase or sentence. (appreciation/**gist**/client satisfaction)
3. If something is \_\_\_\_\_ several times, it suggests importance. (discussed/repeated/modified)
4. When the reporting or principal verb is in the Past Tense, all Present tenses of the direct are changed into the corresponding \_\_\_\_\_ Tenses. (Past/Present/Future)
5. Communication involves \_\_\_\_\_ between two or more people about something of interest. (business/interactions/exchange)
6. While building trust takes time, it leads to great benefits such as lifelong friendships and a promise of help in difficult times. (True /False )
7. \_\_\_\_\_ is an accidental and automatic brain response to sound that requires no effort. (Listening/Hearing/Remembering)
8. In the process of changing a sentence from direct to indirect adverb \_\_\_\_\_ is changed to 'then'. (here/after/now)
9. When listeners have to evaluate a message and respond with their opinion, this is called \_\_\_\_\_ listening. (appreciative/critical/full)
10. A conversation or lectures contains facts, statements, examples- specifics which guide us to a full understanding of the \_\_\_\_\_. (supporting idea/main idea/conclusion)
11. By becoming a better listener, you'll improve your workplace productivity, as well as your ability to (**lead a team, persuade and negotiate** – lead a team, guide online and talk over phone – let the team work to let them gain experience, persuade and negotiate)

12. It is strongly shown, the relationship between listening and speaking. Thus, poor listening practice will lead automatically to a poor \_\_\_\_\_
- i. Confidence level
  - ii. Complex
  - iii. Speaking competence
  - iv. Presentation skills
13. An effective classroom participation mostly gets disturbed due to the \_\_\_\_\_ by the students, as it directly effects their spoken performance.
- i. Accent
  - ii. Correct pronunciation
  - iii. Inhibition
  - iv. Lack of motivation
14. Define Listening.
15. What do you mean by the word 'gist'?

### Part B [Thought Provoking Questions]

**Answer all the Questions. Each Question carries SIX marks.**

**(5Qx6M=30M)**

16. Change the following sentences to indirect form:

- a) She said, "I'll be visiting the doctor next Monday."
- b) She said, "We will be going for a picnic tomorrow."

17. **Director:** Good Morning, Mr. John.

**Officer:** Good Morning, Sir.

**Director:** Mr. John, we are planning to hold our next Board meeting sometime during the last week of this month. \_\_\_\_\_ you prepare and present to the Board a detailed project report on our proposed hand-tools plant?

**Officer:** Certainly, Sir. I'll be really \_\_\_\_\_ to do that.

**Director:** Thank you. \_\_\_\_\_ get on with the work. You may consult me whenever you want to.

**Officer:** Thank you, Sir. If you don't mind, may I know the date of the meeting?

**Director:** Most probably it will be the 27th .

**Officer:** The 27th? I am sorry to say this, Sir, but \_\_\_\_\_ it be possible to postpone it by a day or so? There is an important religious function at my house on the 27th .

**Director:** I see. Let me consult the Chairman. I'll tell you in a day or two. **Officer:** Thank you, Sir.

Choose the correct order of blanks from the following:

- i. Can, glad, Please, would
- ii. may, tired, please, will
- iii. would, happy, Just, will
- iv. can, glad, please, will

18. As a result , in a communicative test of speaking , students are asked to pronounce the language intelligibly even if some influences from L1 remain or though residual accent is acceptable (Hedge, 2000 ).They have to :

**Choose the correct combination of answers:**

- i. Produce individual sounds correctly.
- ii. Link facial expression appropriately.
- iii. Use audio and video to convey the intended meaning
- iv. First language accents are acceptable provided and communication isn't impeded

19. What do you understand by Speaking Competence? Why is Correct Pronunciation a major obstacle for any learner?

20. How will you differentiate between listening and hearing?

### **Part C [Problem Solving Questions]**

**Answer all the Questions. Each Question carries TEN marks.**

**(4Qx10M=40M)**

21. Do as directed:

(CO 2, Comprehension)

**A.** Read the following customer service situation and fill the gaps with **one** suitable word.

Officer: Thank you for calling Southern bank. How \_\_\_\_ I help?

Customer: I had applied for my new ATM card a week back.

I have not yet received it. \_\_\_\_ you please check when would I receive it?

Officer: Kindly \_\_\_\_ me your name and application number.

Customer: My name is Nyra Datta and the application number is IND-5678921.

Officer: Thanks, your ATM card has been dispatched. You will receive it within 3-4 working days. Is there anything I \_\_\_\_ help you with, ma'am?

Customer: No, \_\_\_\_ . That was all.

Officer: Thanks for calling. Have a great day ahead.

Customer: Thanks, wish it for you too.

22. Read the following proverbs and write their meanings in your own words within one sentence. (Word limit 15).

- a) Actions speak louder than words.
- b) A journey of a thousand miles begins with a single step.
- c) Pride comes before a fall.
- d) Seek and you shall find.

23. Read the two conversations below and answer the following questions.

Student: Hello ma'am! This is Rithvik Reddy. Is this a good time to speak to you?

Teacher: Hello Rithvik! Yes, you may proceed.

Student: I would like to join your sessions of special class. There are some theories that I don't understand. (A jet aircraft flew over producing a loud noise).

Teacher: Rithvik, can you please repeat what you said.

Student: I wish to join your special classes.

Teacher: Yes, you may. The next class is on 11<sup>th</sup> January from 4 p.m. to 5 p.m.

Student: Did you say 15<sup>th</sup> January?

- i.) What type of listening barrier did the teacher face?
- ii.) What type of listening barrier the student faced?
- iii.) What can be done to avoid such problems?
- iv.) Do you think the disturbance was intentional? Give reason for your answer.

24. How do you think you can help a learner who has just began to learn English as a second language? What are the classroom strategies you will follow to make the task easy for him/her?