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Reg. No. : .....

Name : .....

**First Semester B.A./B.Sc./B.Com. Degree Examination, May 2024**

**First Degree Programme under CBCSS**

**Double main programme**

**Language Course I - English**

**EN 1111.5 : LANGUAGE SKILLS**

**(2020 Admission Onwards)**

Time : 3 Hours

Max. Marks : 80

- I. Answer **all** questions, each in a word or sentence:
  1. How does the intonation pattern differ in the sentences “She’s coming? (confirming) and ‘She’s coming?’ (inquiring)?
  2. How does stress help in distinguishing between nouns and verbs in English?
  3. What forms the nucleus of a syllable?
  4. How does L1 interference affect pronunciation in second language learners?
  5. What are diphthongs?
  6. How does rising intonation affect the interpretation of the sentence “She’s here” in response to the question ‘Where’s Mary?’
  7. A vertical sign ‘//’ is used to mark \_\_\_\_\_.
  8. How many pure vowels are there in English?

P.T.O.



9. The syllable upon which the prominence falls is said to be the \_\_\_\_\_ syllable.

10. What role does stress play in forming questions in English?

**(10 × 1 = 10 Marks)**

II. Answer any **eight**, each in a short paragraph not exceeding **50** words:

11. What defines effective communication?

12. Why is English considered a prominent language for communication worldwide?

13. What do micro-skills and macro-skills refer to in communication?

14. What aspects are included in posture as a component of interpersonal skills?

15. How do gestures contribute to communication?

16. What is netiquette, and why is it important in online communication?

17. How do interpersonal skills influence communication effectiveness?

18. What does telephone etiquette entail?

19. What does the term “phonetics” refer to?

20. What is communication?

21. Why is eye contact important in interpersonal communication?

22. What are some common barriers to effective communication?

**(8 × 2 = 16 Marks)**

III. Answer any **six**, each in a paragraph not exceeding **100** words:

23. Imagine a conversation between two friends discussing their plans for a weekend trip. Write a dialogue capturing their excitement.

24. You are hosting a cultural event at your college. Draft a script for the anchoring segment, including introductions, transitions between performances, and audience engagement activities.



25. Draft a speech on 'Save Nature'. Address the importance of sustainability, the consequences of environmental degradation, and potential solutions for the same.
26. Write a telephone conversation between a customer and a customer service representative regarding a billing discrepancy. Include polite greetings, clarification of the issue, and resolution steps.
27. Craft a blog post discussing the benefits of exercise for physical and mental health.
28. Develop a script for a podcast episode exploring the history and cultural significance of a traditional dish from your locality.
29. Compose an email to your colleagues summarizing the key points discussed in a recent team meeting.
30. Write a formal letter of complaint to a utility company regarding a recent service outage.
31. Edit the passage given below:

"Our company prides itself on delivering high-quality products and excellent customer service. We believe in building strong relationships with our clients to ensure their satisfaction. In today's competitive market, it's important for businesses to adapt to changing trends and innovate new solutions. Our team works hard to stay ahead of the competition and meet the needs of our customers. We are confident in our ability to continue to grow and succeed in the future.

**(6 × 4 = 24 Marks)**

IV. Answer any **two** each in about **300** words:

32. Script a telephonic conversation between a customer and a customer service representative regarding a delayed delivery of an online order.
33. Prepare a report analyzing the effectiveness of a marketing campaign for a new product launch.
34. Imagine you are applying for a marketing position at a leading tech company. Prepare a cover letter and a CV for the same.



35. Write a paragraph on any two of the following:

(a) The Role of Education in Shaping Future Generations

(b) Strategies for Stress Management

(c) The Impact of Social Media on Interpersonal Relationships

**(2 × 15 = 30 Marks)**

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