

**Indian Maritime University**  
**(A Central University, Govt of India)**  
**End Semester Examinations – December 2023**  
**Programme Name: BBA (LRE)**  
**Semester: II**  
**Subject Code: UG31T3201**  
**Subject Name: INTERMEDIATE BUSINESS ENGLISH**

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Date: 13.11.2023

Max Marks: 70

Duration: 03 Hrs

Pass Marks: 35

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General Instructions

- (i) All Sections (A, B & C) are to be attempted.
- (ii) Options, if any, are specified in respective section.

**Section A**

Ten MCQs/Fill in the Blanks of 01 Mark each – Choose the correct answer as applicable.

1. Emotional Intelligence (EQ) includes competency in traits such as:

- a) Self Hatred
- b) Self Esteem
- c) Self Image
- d) Selfish

2. To be a good conversationalist, one has to be

- a) a good listener
- b) a good speaker
- c) knowledgeable
- d) all of the above

3. The outcome of constructive criticism should

- a) be positive and contribute to an employee's growth
- b) be harsh so that the employee improves
- c) be praiseworthy to keep the morale of the employee high
- d) be negative so that employee works harder

4. A good business proposal:

- a) includes a good financial discount

- b) contains glossy stationary that's attractive
- c) delivers a clear and compelling message about the abilities and services of your company
- d) replaces your existing product

5. An official report should not

- a) be on time
- b) plagiarise
- c) contain data
- d) be numerically ordered

6. **Choose the correct sentence from the following:**

- a) I went to the station my friend in the morning to receive.
- b) I went to the station to receive my friend in the morning.
- c) I went to receive my friend in the morning to a station
- d) I went to the station in the morning to receive a friend

7. Choose The Right Modal Verb: can, could, shall, should, will, would, may, might, must, dare, need, used to, ought to

Take an umbrella. It \_\_\_\_\_ rain later.

- a) can
- b) may
- c) used to
- d) might

8. Fill the blanks with suitable relative pronouns: who, whom, whose, where, when, why, that, which, and how.

Please tell me \_\_\_\_\_ you saw there.

- a) whom
- b) who
- c) where
- d) when

9. Give a word that means 'Ethical' and rhymes with "Coral"

- a) unethical
- b) moral
- c) viral
- d) None of the above

10. Use the correct Conditional: will, would

If I were a star, I (help) \_\_\_\_\_ the poor.

- a) help

- b) like to help
- c) would help
- d) will help

### Section B

Five Questions of 02 Marks each

- 11. A good speaker reads the audience. Comment.
- 12. It is important to defend your product/company while accepting a Claim for a refund. Explain with reference to use of good communication skills in this context.
- 13. What is a Vlog?
- 14. What is meant by netiquette. Give examples.
- 15. Distinguish between Notice and Circular.

### Section C

Seven Questions of 10 Marks each of which any 05 questions to be answered.

- 16. You are the Activities Coordinator of your College/University. It is your belief that it is good to have a Recreation Lounge for better morale of students. Write an Internal proposal to the Director of your Institute in **Letter Format** to establish a Recreation Lounge to create entertainment and learning for students. Indicate that the lounge needs a 1200 sft Air Conditioned Hall with WiFi connectivity, 4 high end computers/laptops, projector with screen and audio-visual equipment, and several games' equipment like Table Tennis, Carroms, Snooker, Foosball, Playstation and Board games etc. Request the Director to grant funds to establish the Recreation Lounge. You will also need a Supervisor to manage and maintain the Lounge. The amount that you have sought is 20 lakhs.
- 17. Present a typical template for an Agenda.
- 18. Your company Quantum Logistics, has been losing bundles of Copier paper in the office. To prevent such losses in the future, as the Head (Admin), you have fixed responsibility of monitoring the stock to 4 senior Managers, Mr Ashok, Ms Diana, Mr Ramesh and Ms Preethi. Communicate this information to them by an internal memo.
- 19. Discuss the effects of Constructive versus Destructive Feedback.
- 20. What are the 5 Ps of Presentation? Explain each of them in detail.

21. Write a Report on National Maritime Day that was celebrated in your Institute recently. Ensure format and credible content for an authentic report.

22. Present the EQ Matrix. Explain any 2 components describing its relevance in enhancing Emotional Intelligence.