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SBCEN401

IV Semester B.Com.(B.Com/B.Com, - LSCM, AEDP, Logistics Operations, E-Commerce Operation, B.Com. Retail Marketing Operations, BFSI, B.Com - Entrepreneurship) Degree Examination, June/July - 2026

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(SEP Scheme)

GENERAL ENGLISH

Language English - IV

Time : 3 Hours **Maximum Marks : 80**

Instructions :

1. ***Read all the instructions carefully and write the answers.***
2. ***Write the question numbers correctly.***

SECTION - A

(Literary Component - 40 Marks)

I. Answer any Five of the following in one or two sentences. **(5×2=10)**

1. Siddhartha and Govinda had heard that Gotama :
   a. had conquered in himself the sorrows of the world
   b. that he had brought to a standstill the cycle of rebirth
   c. that he wandered through the country with his disciples
   d. all the above
2. According to Siddhartha, _____ can be communicated but not _____
3. Where was Kamala going when she got bitten by a snake?
4. How does Siddhartha manage to make the oldest Samana to give him permission to leave?
5. State the condition laid by Chief Seattle about beasts, if he were to sell their land to the white man.

6. Give details from the text to show that Dhirubhai came from a poor background.

7. Mention the name of Akbar's viceroy. Why is the old woman angry with him?

II. Answer any Two of the following in about a page each. (2×5=10)

1. Discuss the situational sarcasm in Chief Seattle's statement, 'But we are savages'.

2. Dhirubhai Ambani's days in Aden played a crucial role in shaping his illustrious business career. Substantiate.

3. Describe the circumstances in which Akbar met the old woman in the poem, *Akbar's Bridge.*

III. Answer any One of the following in about two pages each. (1×10=10)

1. Trace the journey of Siddhartha in his quest for enlightenment. Do you think he succeeded? Give reasons.

2. Chief Seattle's concerns about ecology reflect a way of life of the Red Indians. Illustrate from the essay, 'A simple philosophy.'.

3. Evaluate Dhirubhai Ambani's role in reshaping India's industrial landscape, with specific reference to his shift from trading to integrated manufacturing and petrochemicals.

4. The poem *Akbar's Bridge*, epitomizes the ideals of Kingship in the character of Akbar'. Elaborate.

IV. Answer any Two of the following in about a page each. (2×5=10)

1. Narrate the circumstances which brought his son to Siddhartha.

2. Write briefly on Siddhartha's association with Kamaswami.

3. Describe Siddhartha's days spent in his village.

SECTION - B

(Grammar - 40 marks)

V. Answer any One of the following questions. **(1×5=5)**

1. Winall Company decides to give incentives to the employees to increase their productivity. Prepare a decision - making presentation with incentives offered against the targets reached.

2. You have opened a multi - cuisine restaurant with the main focus on serving healthy food. Prepare a persuasive presentation explaining to the prospective customers to attract them to become your regular clientele.

VI. A. Answer any one of the following question. **(1×4=4)**

1. Read the transcript below and fill in the blanks using suitable phrases from the box

   * I completely agree
   * I feel that
   * I would like to add
   * I think
   * to summarise
   * I see it a little differently

Evaluator : Your time starts now. Who would like to begin ?

Dina : _____ reading habit is fast disappearing. Today's youngsters prefer visual media and other digital tools to reading books.

Varun : _____ with what you are saying. Take the example of my own friends and relatives. There are hardly a few with whom I can discuss books.

Nidhi : _____ that this is taking a toll especially on the younger generation. I feel that they lack any depth although they have a lot of information.

Pawan : Well, _____ the whole thing, I feel that change is the only constant in life. There is no need to be so hopeless. It may be too early to make such negative conjectures.

2. Sunil, Praveen and Anil are asked to have a group discussion on '*Addiction to gaming Apps*' What expressions would you use to frame questions in the following situations?

   a) Asking for your opinion.

   b) Expressing agreement.

   c) Handling interruptions

   d) Offering Suggestions.

B. **Answer any Four of the following questions.** **(4×1=4)**

1. State any one point that you should bear in mind while facing an interview.

2. Improve the following answer

   Q. What is your strength?

   A. I do not know.

3. Which of the following does not form a part of the Five K approach :

   a) Know your resume

   b) Know your company

   c) Know your boss

   d) Know yourself.

4. An interview is a crucial element of recruitment and the candidate's performance directly affects his/her chances of getting a job. (**True/False**).

5. How would you answer a question "How would you define success?"

VII. Summarise the following passage and give it a suitable title. **(1×4=4)**

Gender equality in the workplace remains a critical issue as companies and governments strive to create more inclusive environments. Despite progress, over the past few decades, significant disparities persist in terms of pay, representation, and opportunities for advancement. "Achieving gender equality is not only a moral imperative but also an economic necessity," stated Kristalina Georgieva, Director of the Institute for Pay Equity (IPE), based in Washington, D.C. Various measures are being implemented to address these disparities. Governments are enacting policies for equal pay and prevent discrimination, while companies are introducing initiatives such as diversity training, mentorship programs, and flexible work arrangements to support women in the workplace. Studies have shown that diverse teams perform better and drive greater innovation, underscoring the business case for gender equality. However, challenges remain. Women, particularly those in leadership positions, continue to face barriers such as unconscious bias, lack of mentorship, and work-life balance issues. The COVID - 19 pandemic has further exacerbated these challenges, with many women disproportionately affected by job losses and increased caregiving responsibilities. The path to gender equality requires a multifaceted approach involving policy changes, corporate commitment, and cultural shifts. By fostering inclusive workplaces where everyone has the opportunity to succeed, societies can unlock the full potential of their talent pool and drive sustainable economic growth. As efforts to achieve gender equality continue, it remains a pivotal goal for creating a fair and prosperous future for all.

VIII. Answer any One question. **(1×5=5)**

1. Write an event report on"A Visit to a Historical Place".

2. Write an incident report based on the following situation : An employee getting stranded in the lift for three hours due to a snag, due to the lift being obsolete and poor maintenance. Make recommendations for the same.

IX. Answer any One of the following question. **(1×5=5)**

1. You recently came across an advertisement in a leading daily for the post of an Assistant Professor of English. Prepare a résumé highlighting your relevants skills for this job.

2. You have been offered the position of the Chief Accountant in Global Finance Corporation with an attractive salary package of Rs. 20,00,000 per annum along with perks. Draft a letter of acceptance expressing your happiness for having been offered what you had expected letting them know that you will join from July 1st 2026 as instructed in the offer letter.

X. Answer any One of the question given below. **(1×5=5)**

1. Design a classified newspaper ad for the following situation not exceeding 80 words : You want to sell a rare, antique sofa set made of teak wood with intricate carvings.

2. Design a poster for the NSS unit in your college to spread awareness on saving ecology and environment.

XI. A. Answer the following questions. **(4×1=4)**

1. Mention one common source of stress for employees in work place.

2. Identify any one way of working efficiently with team members.

3. What is the point to be kept in mind while building a team?

4. Do not speak loudly or disturb others while answering phone calls. (**True/False**).

B. Answer the following questions. **(4×1=4)**

1. State any one guideline to be a well groomed person.

2. Which of the following is not a feature of inter - personal communication :

   a. Being sympathetic fair and respectful

   b. Being authentic and open - minded

   c. Not sharing information and not being in contact

   d. Communicating and broadening the network.

3. Glocalization plays a vital role in intercultural communication. (**True/False**).

4. During a team call, a junior employee addresses the CEO by the first name. This example best illustrate a challenge related to _____ (business etiquette/intercultural communication).