

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BA/BSc DEGREE EXAMINATION MAY 2026
(Fourth Semester)

Common to – BA/ BSc PROGRAMMES

COMMUNICATIVE ENGLISH –IV ENGLISH FOR CAREER

Time: Three Hours

Maximum: 75 Marks

- I. Read the following advertisement published in The Hindu dated 02.06.2025 and Write a job application with a cover letter- (5+5=10)

HCL Technologies Ltd
(A Global Leader in IT Services & Solution)

Join our Team-Shape the Future with Innovation!

HCL, one of the world's leading IT service providers with a presence in over 50 Countries is inviting dynamic and result-oriented professionals to be part of its ever growing family. We are looking for talented individuals who can inspire teams, deliver excellence, and drive growth in a highly competitive business environment.

Position Manager: Chennai, Bangalore, Noida

Key Responsibilities:

- Lead, mentor and motivate cross functional teams to achieve organisational goals
- Drive strategic initiatives, ensuring timely execution and measurable outcome.
- Manage client relationship and deliver world class service solution.
- Plan, allocate and mentor resources for project efficiency.
- Foster innovation, continuous improvement and a collaborative work culture.

Requirements:

- Postgraduate degree/MBA related field.
- Minimum 5 years of experience as manager.
- Strong knowledge in managing the team.
- Excellent communication, interpersonal and problem solving skills.

If you are a motivated and experienced professional looking for a new challenge please submit your application, including: cover letter, resume, Contact details of two professional referees. Apply within 10 days from the date of advertisement.

Applications should be addressed to:

HCL TECHNOLOGIES LTD- CHENNAI. Tamil Nadu, India.
hcltd@gmail-comm
Contact Number:9876534212

We thank all applicants for their interest: however. only those selected for an interview will be contacted

- II. Write a striking company profile assuming yourself to be the manager of KRC Company. (5 Marks)
- III. Write a telephonic conversation between the bank clerk and a customer enquiring about the procedure to apply for a personal loan in Indian Bank. (5 Marks)
- IV. Change the tone of the following letter to make it a Goodwill Letter (5 Marks)

To

Customer Care Department
FreshGlow Appliances Pvt. Ltd.
Chennai – 02

Your blender is absolutely useless. It stopped working within a week, and now it's just sitting in my kitchen as a waste of money. I want an immediate replacement and compensation for the inconvenience caused. If I don't receive a solution quickly, I'll make sure to share my bad experience with everyone online and warn people not to buy anything from your company. On top of that, your customer support hotline is impossible to reach—completely unprofessional! Unless you fix this issue right away, I'll escalate the matter legally.

Sincerely
[Name]

Cont...

V. Write any one of the following Business letters

(8 Marks)

1. You are the Manager of XYZ Electronics Pvt. Ltd. Write a complaint letter to your supplier for delivering defective laptops.
2. As a Customer Service Officer of Trendy Wear Inc., draft a goodwill reply letter to a customer who complained about poor product quality.

VI. As the Secretary of an educational Institution, you have arranged for a meeting with the members of teaching and non-teaching staff regarding the smooth conduct of the Young Innovators Forum Inauguration Ceremony. (2+5=7)

1. Draft an agenda for the meeting
2. Write the minutes of the meeting.

VII. As a student secretary of the college, write a report on the Kalai Thir Celebration held on 10th January 2025 on the college Premises.

(8 Marks)

VIII. Critically review a novel/short story that captivated you recently.

(8 Marks)

IX. Answer the following Structured Interview questions:

(5 Marks)

Interviewee: Good morning, Madam.

Interviewer: Good morning. Can you introduce yourself?

Interviewee: I am _____.

Interviewer: What is your area of interest in studies or activities?

Interviewee: My interest is in _____.

Interviewer: Have you taken part in any competitions or events recently?

Interviewee: Yes, I participated in _____.

Interviewer: What skills did you gain from that experience?

Interviewee: I learnt _____.

Interviewer: How will those skills help you in this job?

Interviewee: They will help me _____.

Interviewer: If you are selected, we will inform you through mail.

Interviewee: Thank you very much, Madam.

X. Prepare an advertisement inviting students to participate in the Science Fest organized by our college students.

(5 Marks)

XI. Grammar- Rewrite as directed •

(9 Marks)

1. Despite her wealth, Lisa is unhappy. (Change into complex sentence)
2. Inspite of his hard work, the boy didn't succeed. (Change into compound sentence)
3. He worked hard so that he might pass the exam. (Change into simple sentence)
4. The delicious meal was cooked by my uncle. (Change into active voice)
5. Most of my class is reading the article. (Change into Passive Voice)
6. My appendix was taken out by my Doctor. (Change into Active Voice)
7. He said, "I went to school everyday." (Convert into indirect speech)
8. Siva said to Shalini, "Will you see me tomorrow?" (Convert into indirect speech)
9. The man asked me if I could tell him the way. (Convert into direct speech)

Z-Z-Z

END