

1. **Name:** Muhammad Irfan

Student ID: DE240124

Section 1: Comprehension Questions

1. **What is the role of great leaders in a company?**

Answer: Great leaders use various communication strategies to foster harmony and collaboration in the workplace. They help teams achieve organizational objectives, write constructive messages, gather and convey information, make informed decisions, and motivate employees through appreciation.

2. **What does the writer mean by “they are also adept at reading nonverbal cues”?**

Answer: This means that effective leaders can understand and interpret body language, facial expressions, gestures, and other non-verbal forms of communication to better understand their colleagues and make more informed decisions.

3. **How do managers communicate with their clients and customers in today’s world?**

Answer: Managers use emails, WhatsApp, blogs, podcasts, social media, Skype, Google Docs, Team Viewer, and other collaborative tools to communicate efficiently and reach a wide audience in real-time.

4. **Discuss what managers should not do while communicating and why.**

Answer: Managers should avoid delayed feedback, rude or impersonal content, and using fewer personal pronouns. Such communication appears discourteous and impolite, creating distance between managers and subordinates, and can negatively impact motivation and morale.

5. **Give an appropriate title to the passage and give reasons for your choice.**

Answer: Title: Effective Communication: A Key to Leadership Success

Reason: The passage emphasizes how communication impacts leadership, employee motivation, and productivity, making it central to professional success.

Section 2: Vocabulary

- Crucial (para 1) – Critical
- Skilful (para 2) – Adept
- Pleasant behaviour which brings about goodwill (para 2) – Amicability
- To a great extent (para 3) – Exponentially
- Local context (para 3) – Indigenous surroundings
- Informal (para 4) – Colloquial

Section 3: Personal Opinion

What have you learnt from the above passage about communication at the workplace?

- The passage highlights that effective communication is vital for leadership and career advancement. Managers must use modern tools, maintain a positive tone, give timely feedback, and acknowledge employees. I learned that empathy, clarity, and technology are all essential in professional communication today.

Section 4: Write short notes on any TWO)

-
- **1. Importance of Small Talk in Business:**
- Small talk helps build rapport and trust among colleagues, clients, and stakeholders. It sets a positive tone before serious discussions, eases tension, and fosters better teamwork and cooperation. For example, talking about hobbies or recent events before a meeting can create a friendlier atmosphere.
- **2. Write a job profile of your mother/father:**
- Example (Father):
- My father is a civil engineer. He plans and supervises construction projects including roads, buildings, and bridges. He ensures that structures are safe, cost-effective, and sustainable. His job requires coordination with architects, contractors, and government authorities. He uses software like AutoCAD and works on-site regularly

Section 5: Tenses

-
- Company profile completion:
- William Colgate founded the Colgate Company in 1806...
- ...the company did all its business...
- ...the company began an aggressive expansion...
- ...that led to the establishment...
- Recently it has set up operations...
- Colgate-Palmolive has become a truly global...
- ...the company has increased its share...
- Oral care revenues have grown...

- ...they exceeded \$1.3 billion...
- ...it has developed many successful...

Section 6: Questions

1. When did you join the company?
2. What was your job?
3. Which department did you work in?
4. How long did you work there?
5. Where was the company located?

Section 7: Comparatives & Superlatives

1. IBM is one of the biggest computer companies in America.
 2. A notebook computer is more expensive than a desktop one.
 3. I think a desktop computer is better than a notebook.
 4. In my opinion, telephone is the most important piece of office equipment.
 5. The fastest way to contact a client is by phone.
-

Section 8: Email

Subject: Moved to a New City – Let's Catch Up!

Dear kanwal],

I hope this email finds you well. I've recently moved to Germany on a job transfer. The city is vibrant, full of energy, and has so many historical places to explore.

Compared to Hamburg, Berlin is greener, a bit more traditional, and the people are incredibly warm. Life here is a bit slower but very enjoyable.

I would love for you and your family to visit us here. I can show you around the city and we can relive some of our college memories!

As for my job, I've been promoted to Regional Sales Manager, and I now handle operations across Germany. It's a challenging role, but I'm excited.

Looking forward to hearing from you soon!

Warm regards,

Muhammad Irfan

Section 9: Dialogue

Ali: So, what do you plan to do after college?

Sara: I'm thinking about becoming a psychologist. What about you?

Ali: That's cool! I want to be a software engineer.

Sara: Wow, tech industry is booming these days.

Ali: Yes, and I love problem-solving. Why psychology?

Sara: I like helping people, and understanding the human mind fascinates me.

Ali: That's a noble goal. Are you planning to study abroad?

Sara: Maybe. I'm considering universities in the UK.

Ali: Nice! I'm thinking of applying in Germany.

Sara: Great choice! Tuition there is affordable.

Ali: Yeah. Have you told your parents yet?

Sara: Yes, they're very supporti

Ali: Same here. Are you taking any prep courses?

Sara: Yes, I joined IELTS classes.

Ali: I joined a coding bootcamp.

Sara: Looks like we both are on track.

Ali: Hopefully, we'll meet someday as professionals.

Sara: That would be amazing. Let's stay in touch always.

Ali: Of course! We've come a long way.

Sara: Yes, and the future is full of possibilities.

Ali: Let's make the most of it!

Sara: Agreed!