



NP – 049

IV Semester Degree Examination, August/September 2023

(NEP Scheme)

(Open Elective)

ENGLISH

Spoken English for Corporate Jobs

Time : 2½ Hours

Max. Marks : 60

Instructions : 1) Write the **correct** question number.
2) Answer **all** the questions.

I. Answer **any ten** in **one** or **two** sentences **each** :

(10×2=20)

- 1) What is the purpose of consultation ?
- 2) Mention a phrase used to render an apology.
- 3) What are etiquettes ?
- 4) Define Intonation.
- 5) Name any four types of ceremonial speech.
- 6) What is receiver driven conversation ?
- 7) Write any two uses of visual aids in presentation.
- 8) What is body language ?
- 9) Write an example for lack of effective cross-cultural communication.
- 10) Why are questioning skills important ?
- 11) Mention the kinds of persuasive speech.
- 12) Write an example for open-ended and closed-ended question.
- 13) Write an example for cultural differences.
- 14) Define linguistic etiquette.

II. Write a note on **any four** of the following in about **one** page **each** :

(4×5=20)

- 1) An effective way of dealing with customer complaints.
- 2) Problem solving skills one must develop.
- 3) Language fluency and its importance.

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- 4) Developing vocabulary.
- 5) Principles of effective speech.
- 6) Importance of etiquette in business.

III. Answer **any two** of the following in about **two** pages: **(2×10=20)**

- 1) Explain the strategies required to solve a problem in corporate environment.
 - 2) What are the guidelines to prepare an effective speech ?
 - 3) Briefly explain the rules to prepare a Power Point Presentation.
 - 4) Describe the strategies for effective cross-cultural communication.
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