



NP – 024

II Semester Degree Examination, September/October 2022
(NEP Scheme) (2021 – 22 and Onwards)
(Open Elective)
ENGLISH (Paper – II)
Spoken English for Corporate Jobs

Time : 2½ Hours

BCA

Max. Marks : 60

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

(10×2=20)

- 1) Write a note on front desk management.
- 2) Name the duties of a front desk manager.
- 3) Which are the two parts of instructions ?
- 4) When is an apology required ?
- 5) What is language fluency ?
- 6) Mention any two types of etiquette.
- 7) What is the full form of CEFR ?
- 8) What is cross-cultural communication ?
- 9) Write an example for cultural differences.
- 10) Why are questioning skills important ?
- 11) What is a probing question ?
- 12) What is Etiquette ?
- 13) Define two-way conversation.
- 14) Name few audio aids used for a presentation.

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

(4×5=20)

- 1) How do you handle consumer complaints ?
- 2) Write a note on politeness strategies.
- 3) Explain Intonation.

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- 4) Explain informative business speech and types of informative business speech.
- 5) Explain the principles of public speaking.
- 6) Explain the basis on which audio-visual aid should be chosen.

III. Answer **any two** of the following in about **two** pages.

(2×10=20)

- 1) Mention the points to be remembered when greeting someone.
 - 2) Explain the strategies required to solve a problem.
 - 3) Write the importance of using Questioning Techniques at workshop.
 - 4) Write the importance of Etiquette in business.
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