



NP – 389

30 B.

III Semester Degree Examination, March/April 2023
(NEP) (Freshers) (2022-23 and Onwards)
(Open Elective)

ENGLISH

Spoken English for Corporate Jobs

B. Com TTM.

Time : 2½ Hours

Max. Marks : 60

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



(10×2=20)

- 1) Name the duties of front desk manager.
- 2) What is the function of greeting ?
- 3) A warm welcome helps the customer to feel _____.
- 4) Define proactive mindset.
- 5) Mention any two types of etiquettes.
- 6) Expand the acronym CEFR in language fluency.
- 7) What is the notion of 'face' in politeness strategies ?
- 8) Name any four types of ceremonial speech.
- 9) Define persuasive speech.
- 10) Explain Eulogy.
- 11) Why can GIF be used in presentation ?
- 12) Write an example for cultural differences.
- 13) What is cross-cultural communication ?
- 14) When can you use probing questions at workplace ?

P.T.O.



II. Write a note on **any four** of the following in about **one page each**: **(4×5=20)**

- 1) Write instructions to open a social media account.
- 2) Language politeness.
- 3) What are the guidelines to prepare an effective speech ?
- 4) Importance of etiquette in Business.
- 5) Probing questions.
- 6) Describe the different types of persuasive speech.

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

- 1) What is problem solving ? Mention the steps to achieve the problem solving behaviour.
 - 2) Define voice modulation with the help of elements of voice modulation.
 - 3) Explain in detail the procedure to prepare PowerPoint presentation.
 - 4) Write Laray Barna's sources of miscommunication in cross-cultural exchange.
-