



OEEN211

Reg. No.

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II Semester B.A./B.Sc./B.Com./B.C.A./B.B.A./B.H.M (All UG) (NEP)

Degree Examination, October - 2022

(OPEN ELECTIVE-2)

SPOKEN ENGLISH FOR CORPORATE JOBS

(Fresher Scheme 2021-22)

Paper : II

Time : 2½ Hours

Maximum Marks : 60

Instructions to Candidates:

- i) Answer all questions
- ii) Mention the question number correctly

I. Answer any Ten in one or two sentences each:

(10×2=20)

1. What is front desk management?
2. List any two problem solving skills?
3. What is the function of greeting?
4. Mention a phrase used to render apology.
5. Define language fluency.
6. Expand the acronym CEFR.
7. Name the two types of business speeches.
8. Explain the importance of visualization for effective presentation?
9. Define two-way conversation.
10. _____ is a speech given in honour of a dead person.
11. What is cross cultural communication?
12. Write the difference between close ended and open ended questions?

[P.T.O.]



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

(4×5=20)

1. Write a note on the importance of greeting and welcoming customers.
2. Explain Intonation and voice modulation with examples.
3. Describe different types of persuasive speeches.
4. What are the challenges faced in cross-cultural communication?
5. What are the principles of public speaking?

III. Answer any **Two** of the following in about **Two** pages:

(2×10=20)

1. Explain the strategies required to solve a problem.
 2. What is language etiquette? Explain with reference to corporate language etiquette.
 3. Discuss in detail the procedure followed to prepare a power point presentation.
 4. Write the importance of using "Questioning Techniques" at work place.
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