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NP – 039

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Second Semester Degree Examination, August/September 2023
(NEP Scheme)
Open Elective
ENGLISH
Spoken English for Corporate Jobs *BBA*

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 function of greeting ?
- 2) Name the duties of a front desk manager.
- 3) When are instructions essential ?
- 4) Name any four problem solving skills.
- 5) What is the purpose of consultation ?
- 6) Define persuasive speech.
- 7) What is the purpose of an introductory speech ?
- 8) Mention the different visual aids used for a presentation.
- 9) Define cross-cultural communication.
- 10) What is a probing question ?
- 11) Why are questioning skills important ?
- 12) What is business etiquette ?
- 13) Write any two examples for cross cultural communication.
- 14) 'Yes' or 'No' questions are an example for open ended question. (True/False)



P.T.O.



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

- 1) Politeness strategies.
- 2) Guidelines to prepare an effective speech.
- 3) Different types of persuasive speech.
- 4) Purpose of business presentation.
- 5) Factors affecting cross-cultural communication at workplace.
- 6) Importance of etiquette in business.

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) Write a brief note on intonation and voice modulation.
 - 3) Explain the principles of public speaking.
 - 4) Write the importance of using questioning techniques at workplace.
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