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OEEN211

Reg. No.

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II Semester B.A./B.Sc./B.Com./B.C.A./B.B.A./B.H.M./B.H.A.
Degree Examination, June/July - 2025
SPOKEN ENGLISH FOR CORPORATE JOBS (Open Elective 2)
(NEP Scheme Freshers and Repeaters)

Time : 2½ Hours

Maximum Marks : 60

Instructions to Candidates:

1. Answer all the Sections.
2. Mention the question numbers correctly.

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

(10×2=20)

1. Define Telephone Etiquette.
2. Explain Intonation.
3. Interpret proactive mindset.
4. Differentiate Roasts and Toasts.
5. Name the two ways to handle criticisms.
6. How would you greet your team leader on the first day of work?
7. What is an apology speech?
8. Name any four levels of language fluency developed by CEFR.
9. How does the front desk create a positive impression on clients?
10. Define Breakthrough level of language fluency.
11. Mention any four visual aids used for a presentation.
12. Define negative politeness.

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

(4×5=20)

1. What are the elements of voice modulation?
2. Elaborate Cross-culture communication.

[P.T.O.]