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

**Degree Examination, September - 2023**

**(Open Elective - 2)**

**Spoken English for Corporate Jobs**

**Paper : 2**

**(NEP - Freshers and Repeaters Scheme)**

**Time : 2½ Hours**

**Maximum Marks : 60**

**Instructions to Candidates:**

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

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

**(10×2=20)**

1. What are the responsibilities of front office and middle office?
2. What is meant by the term Greeting?
3. Define Apology.
4. What is language fluency?
5. Expand CEFR.
6. Name any two levels of language fluency developed by CEFR.
7. Mention any two types of business speech.
8. Define Eulogy.
9. What is meant by the term Toast?
10. What is a probing question?
11. What are close - ended and open - ended questions?
12. What is business etiquette?



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

**(4×5=20)**

1. List five tips to follow while greeting someone.
2. Explain the elements of voice modulation.
3. Write a brief vote of Thanks speech for Teacher's Day celebration.

**[P.T.O.]**



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4. Explain the importance of cross - cultural communication in corporate sector.
5. Write a note on accepting praises or criticism with examples.

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

(2×10=20)

1. Explain the strategies required to solve a problem.
  2. Discuss in detail the ways to expand one's vocabulary.
  3. Explain the principles of public speaking.
  4. Describe the significance of etiquette in cross - cultural communication.
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