



OEEN – 201

**II Semester All UG Courses Examination, July/August 2024
(NEP) (Freshers and Repeaters)
Open Elective
SPOKEN ENGLISH FOR CORPORATE JOBS**

Time : 2½ Hours

Max. Marks : 60

Instruction : Answer *all* the Sections.

SECTION – I

- I. Answer **any five** of the following in **a** sentence or **two**. (5×2=10)
- 1) Define Pro Active mindset.
 - 2) A warm welcome helps the customer to feel _____
 - 3) Mention any two types of Etiquettes.
 - 4) What are the two occasions for a toast ?
 - 5) Why can GIF's be used in presentation ?
 - 6) What is probing question ?
 - 7) Why are questioning skills important ?

SECTION – II

- II. Answer **any four** of the following questions in **a** page **each**. (4×5=20)
- 1) How do you deal with customer complaints ?
 - 2) Write a note on politeness strategies.
 - 3) What is informative business speech ? Explain the types of informative business speech.
 - 4) Draft a vote of thanks speech to be delivered on the occasion of Teachers' Day.
 - 5) Write the top eight rules for creating a PowerPoint presentation.
 - 6) Bring out the importance of cross-cultural communication in corporate sector.

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SECTION – III

III. Answer **any three** of the following questions in about **two** pages. (3×10=30)

- 1) Explain the strategies required to solve a problem.
 - 2) Elaborate intonation and voice modulation with the help of elements of voice modulation.
 - 3) Write a note on strategies of cross-cultural communication.
 - 4) What are the principles of an effective presentation ?
 - 5) Write the general guidelines for preparing audio and visual aids.
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