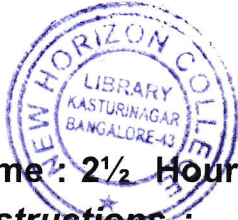




OEEN201

II Semester ALL UG Courses. Degree Examination, June/July - 2025
(NEP Freshers and Repeaters)
SPOKEN ENGLISH FOR CORPORATE JOBS (Open Elective)



Time : 2½ Hours

Maximum Marks : 60

Instructions :

Answer all the sections.

SECTION - I

I. Answer any Five of the following in a sentence or two. (5×2=10)

1. A warm welcome helps the customers to
2. What is the full form of CEFR?
3. Name any four types of ceremonial speeches.
4. What is cross cultural communication?
5. Write an example for etiquette of punctuality in cross cultural communication.
6. Why can GIFs be used in presentation?
7. Why are questioning skills important?

SECTION - II

II. Answer any Four of the following questions in a page each. (4×5=20)

1. Write a note on politeness strategies.
2. What are the effective ways to handle customer grievances professionally?
3. Define informative business speech and describe its various forms.
4. Highlight the role of cross-cultural communication in today's global corporate environment.
5. List and explain eight key guidelines for designing an impact full PowerPoint Presentation.
6. Prepare a vote of thanks speech suitable for the Annual Day celebration.

[P.T.O.]

**SECTION - III**

III. Answer any Three of the following questions in a page each. (3×10=30)

1. Discuss in detail the step-by-step approach to solving workplace problems.
 2. Describe the fundamental principles that contribute to delivering an effective presentation.
 3. Analyse the concepts of international and voice modulation and explain the elements involved.
 4. How do you improve cross cultural communication at the workplace? Explain.
 5. What are the key do's and don'ts when preparing audio visual aids for a business or academic setting?
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