



NP – 023

I Semester English Degree Examination, May 2022  
(NEP) (2021 – 22 and Onwards)  
(Open Elective)

SPOKEN ENGLISH FOR CORPORATE JOBS

Time : 2½ Hours

Max. Marks : 60

- I. Answer **any ten** in **one** or **two** sentences **each** : (10×2=20)
- 1) Write a note on front desk management.
  - 2) What is the function of greeting ?
  - 3) Define proactive mindset.
  - 4) Define language fluency.
  - 5) What is the notion of 'face' in politeness strategies ?
  - 6) Give two examples of mnemonics.
  - 7) What are the occasions for toast ?
  - 8) Name any four types of ceremonial speech.
  - 9) Define Eulogy.
  - 10) Explain the importance of silence in persuasion.
  - 11) Mention four points to improve cross-cultural communication.
  - 12) What is business etiquette ?
  - 13) When can you use probing questions at workplace ?
  - 14) What are two types of questions ? Give one example each.
- II. Write a note on **any four** of the following in about **one** page **each** : (4×5=20)
- 1) What is consultation and problem solving ?
  - 2) Language politeness.
  - 3) Explain the basis on which audio-visual aid should be chosen.
  - 4) Probing questions.
  - 5) Principles of Public Speaking.
  - 6) Mention the points to be remembered when greeting someone.
- 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) Define voice modulation with the help of elements of voice modulation.
  - 3) Explain in detail the procedure to prepare PowerPoint Presentation.
  - 4) How to deal with language differences ? Write the key points to overcome language barriers in the workplace.