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**BASENEN 201**

**II Semester (Open – Elective) (NEP 2020) Examination, September 2022  
(DSE)  
(2021 – 22 Batch Onwards)  
ENGLISH  
Spoken English for Corporate Jobs**

Time : 2 Hours

Max. Marks : 60

I. Answer **any ten** of the following questions in **two** or **three** sentences **each**.

**(10×2=20)**

- 1) What does DAR stand for in Front Desk Management ?
- 2) Mention two phrases/expressions/sentences that you would use when you want to clarify points.
- 3) Frame two responses when there is a complaint.
- 4) Giving instructions has two parts. Name them.
- 5) Give examples of an informal form of asking for information.
- 6) Mention any two formal phrases you can use when you don't know the answer to a request for information.
- 7) Expand the acronym SWOT.
- 8) Which are the different words used while apologizing ?
- 9) Which are the two most important words in etiquette ?
- 10) Rephrase the given sentence in order to make it more polite : "Can I help you ?"
- 11) Mention any two types of business speeches.
- 12) What is a Roast ?
- 13) What are the three types of intonations ?
- 14) Expand CEFR.
- 15) Define consultation.

P.T.O.



II. Write short notes on the following in about **100** words **each**. **(4×5=20)**

1) What is greeting ? What is the function of greeting ?

OR

2) What are the additional steps to be taken, even after you have dealt with customer complaints, to ensure that they are happy ?

3) Explain the importance of voice modulation and intonation.

OR

4) Name and describe any four types of etiquette.

5) What is a speech of acceptance ?

OR

6) Explain any two of the top eight rules to be borne in mind while preparing a Power Point Presentation.

7) What is cross-cultural communication ?

OR

8) Why should we avoid non-verbal hints in cross-cultural communication ?

III. Answer **any two** of the following questions in about **200** words **each**. **(2×10=20)**

1) How would you introduce film actor Akshay Kumar, who has agreed to be the Chief Guest on your Annual Day ?

2) You are the Secretary of Women's Cell which has conducted a dental check up camp for women workers in a factory. Draft the Vote of Thanks.

3) According to Laray Barna, what are the sources of miscommunication in cross cultural exchanges ?

4) Write an essay on the importance of etiquette in business.

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