

**Mangalore University**  
**Department of English**  
**English – Open Elective -2**  
**SPOKEN ENGLISH FOR CORPORATE JOBS**

**Question Paper Pattern**

**Time: 2 Hours**

**Max. Marks: 60**

**UNIT- 1**

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

(10x2=20)

One question on each of the following topics:

1. English for Front Desk Management
2. Greeting, Welcoming
3. Dealing with Complaints, Giving Instructions or Directions
4. Giving Information: About Various Facilities, Distance, Area, Local Specialties.
5. Consultation and Solution of Problems
6. Accepting Praises and Criticism, Apologizing
7. Fluency and Etiquette
8. Polite sentences and Words
9. Use of Persuading words
10. Intonation and Voice Modulation
11. Developing Vocabulary
12. Business Speeches
13. Principles of Effective Speech and Presentations
14. Speeches: Introduction, Vote of Thanks, Occasional Speech, Theme Speech
15. Use of Audio- Visual Aids in Presentations

**II.** Write short notes on the following in about 100 words each: (4x5=20)

1. Short note question on section I

OR

2. Short note question on section I

3. Short note question on section II

OR

4. Short note question on section II

5. Short note question on section III

OR

6. Short note question on section III

7. Short note question on section IV

OR

8. Short note question on section IV

**III.** Answer any **TWO** of the following questions in about 200 words each:

(2x10=20)

1. Question from section III

2. Question from section III

3. Question from section IV

4. Question from section IV