



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.



P.T.O.

OEEN – 201



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.

