(a) What is called 'an absolute government

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BCA 2nd Semester Exam., 2023

BUSINESS ENGLISH

Time: 3 hours Full Marks: 60

Instructions:

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- (i) The marks are indicated in the right-hand margin.
- (ii) There are SEVEN questions in this paper.
- (iii) Attempt FIVE questions in all.
- (iv) Question Nos. 1 and 2 are compulsory.
- 1. Answer any six of the following as directed:

2×6=12

(a) What is empathetic listening?

- (b) What is meant by accent?
- (c) What is intonation?
- (d) What do you understand by mental agility?
- (e) Define interpersonal skills.
- (f) What is called 'a book written by an unknown author?

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(Continued)

(Turn Over)

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(Choose the correct answer)

(i) Who discovered the ____ of gravitation?

(principle/principal)

me to pay the bills.

(Choose the correct answer)

(Remind/Remember)

1 ____ the books on the table.

by one man?

(lain/lied/laid)

(Choose the correct answer)

Answer any three of the following: 4×3=12

What are the traits of good listeners?

- (b) Discuss the contents of an introduction to a speech.
- (c) "Voice quality impacts your business presentation." Discuss this statement with suitable examples.
- (d) Draft an online complaint about the defective consignment of garment received from the supplier in Bangladesh.

Given below is a situational dialogue that are jumbled. Arrange it in appropriate order by writing down the number in brackets as shown against first statement:

At the Movie Hall

Neha: Three.

Cashier: Sorry, how many?

Neha: Excuse me, which screen?

Cashier: Screen 4, it is on the first floor.

Neha: Three tickets for Avatar please (1)

Cashier: Ok, here are your three tickets to Avatar. It is showing on screen 4.

Neha: Screen 4 on the first floor, Ok,

thanks.

Write an essay on 'Cross-cultural management'.

4. Your university is planning to hold an International Conference on 'Meeting Communication Challenges at Workplace' during 27th-28th July, 2023. As the Head of the Languages Group, prepare a proposal to be submitted to the Dean, Student Welfare Division.

. .

12

5 "We have two ears and one mouth so that we can listen twice as much as we speak."

Comment.

- in mind while

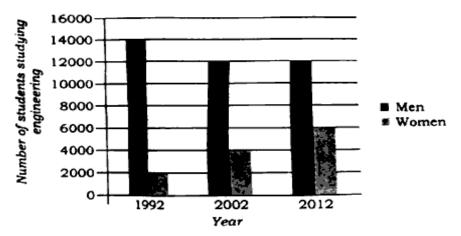
what factors will you bear in mind while dealing with people from a different cultural or ethnic background?

12

12

The bar chart given below shows the number of men and women studying at a university. Summarize the information in the chart by selecting and reporting the main features. Make comparisons where relevant:

12



12

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(Turn Over)

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