

BCA 2nd Semester Exam., 2023

BUSINESS ENGLISH

Time : 3 hours

Full Marks : 60

Instructions :

- (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'?

(g) What is called 'an absolute government by one man'?

(h) _____ me to pay the bills.

(Remind/Remember)

(Choose the correct answer)

(i) Who discovered the _____ of gravitation?

(principle/principal)

(Choose the correct answer)

(j) I _____ the books on the table.

(lain/lie/laid)

(Choose the correct answer)

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

- (a) 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.

- (e) 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.

3. Write an essay on 'Cross-cultural management'. 12
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. 12
6. What factors will you bear in mind while dealing with people from a different cultural or ethnic background? 12
7. 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


