

English – Open Elective -2

SPOKEN ENGLISH FOR CORPORATE JOBS

Section I English for Front Desk Management:	
	<ol style="list-style-type: none">1. Greeting, Welcoming2. Dealing with Complaints, Giving Instructions or Directions3. Giving Information: About Various Facilities, Distance, Area, Local Specialities4. Consultation and Solution of Problems5. Accepting Praises and Criticism, Apologizing
Section II Fluency and Etiquette	
	Fluency and Etiquette <ol style="list-style-type: none">1. Polite sentences and Words2. Use of Persuading words3. Intonation and Voice Modulation4. Developing Vocabulary
Section III Business Speeches	
	<ol style="list-style-type: none">1. Principles of Effective Speech and Presentations2. Speeches: Introduction, Vote of Thanks, Occasional Speech, Theme Speech3. Use of Audio Visual Aids in Presentations
Section IV Cross-Cultural Communication	
	<ol style="list-style-type: none">1. Dealing with Language Differences2. Probing Questions to get information3. Etiquette in Cross-cultural Communication