

SAGAR MAHAVIDYALAYA  
Internal Assessment- 2021  
B.A. (General) Subject - English  
Semester- 6 Paper: SEC -B1  
Full Marks: 10 Time: 30 minute

Answer any two:

5x2

1. Give the definitions of stress and intonation with examples? What is the importance of voice modulation? (3+2)
2. There will be certain times when a customer is so angry, it is clear that there is little opportunity to try and remedy the situation directly. In these situations, a straightforward and candid approach often works best. Now draft a note of apology on behalf of the customer care service of your company.
3. How would you answer if you are asked the following questions by an interviewer in an interview for a job?
  - a. Tell me about yourself.
  - b. Why do you want this job?
  - c. What are your greatest strengths?
  - d. What do you consider to be your weaknesses?
  - e. What is your greatest professional achievement?
4. Suppose you are an employee of a reputed company. You seek leave for a few days. Now write an imaginary conversation between you and your boss regarding the leave.
5. Write a short note on various differences between speech and writing.