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**First Year BA/BCom**  
**24ENG12506: AEC-ENGLISH (Mastering English for Professional Purposes)**  
**(Semester II)**

**Program: BA/BCom**  
**Program Specific: BA (English)**  
**Course Type: AEC (Ability Enhancement Course)**  
**Paper: I**

**Credits: 2**  
**Time: 2 Hours**  
**Max. Marks: 30**  
**SET: A**

**Instructions to the candidate:**

- 1) All questions are compulsory.
- 2) Figures to the right indicate full marks.
- 3) Draw a well labelled diagram wherever necessary.

**Q1) Answer ANY FIVE of the following questions in about 30-50 words each. [5 X 2= 10]**

- a. Your friend wants to borrow your laptop to write a research paper, but you need it yourself for an urgent work-related project. Draft a script of a dialogue where your friend seeks permission and you decline their request politely.
- b. Explain the importance of clarity and fluency in spoken English.
- c. Mention any two common phrases that one can use when seeking and denying permission.
- d. A colleague asked you to take over their task, but you are busy. How would you refuse politely?
- e. You are at a café and want to request a glass of water. How would you ask?
- f. Your colleague is struggling with a task. How would you offer assistance in a polite and professional way?
- g. A senior manager gives you positive feedback on your presentation. How would you acknowledge and respond to their suggestions?

**Q2) Answer ANY THREE of the following questions in about 80-100 words each. [3 X 4= 12]**

- a. Write a note on negotiation and Negotiation Skills. Enlist two tips to negotiate well in most situations.
- b. Highlight the importance of English in various professional setups.
- c. Mention eight guidelines for professional telephonic communication.
- d. You have to go to SGS Mall in MG Road Pune from Modern College, Ganeshkhind, Pune but you are lost and can't find your way to the mall. You asked a passerby for directions. Write a dialogue where the passerby is guiding you to the mall.
- e. What are the challenges of virtual communication? How can we overcome them?

**Q3) Answer ANY TWO of the following questions in about 80-100 words each. [2 X 4= 08]**

- a. Your friend invited you to visit his school friends whom you have never met. Your friend introduced you to his school friends and them to you. Write a script of this interaction in dialogue form.
- b. Recount an experience from your past where you resolved a conflict through negotiation and conflict resolution skills.
- c. Mention any eight don'ts of interview skills.
- d. You are negotiating your salary with your employer. Write a dialogue where you politely ask for a raise.