

- d) Have you ever had an occasion when you did not like the way a person answered your telephone call? What made you uncomfortable or dissatisfied? 5
8. a) What do you mean by telephone etiquette? List out common telephone manners & etiquette. 5
- b) What would you say in each of these telephone conversation situations? 5
- i) You can't hear the other person.
- ii) You want the caller to repeat something.
- iii) The caller is speaking too fast.
- iv) You are struggling to hear the caller.
- v) You have had difficulty in understanding the last name of the person.
- c) What are the stages of a telephone call? 5
- d) List out the things you would ensure before attending to a telephonic call. 5

Unit – V

9. a) Draft a letter of application and a resume in response to the following advertisement: Wanted fresh engineering graduates for our Kurnool unit. Apply with particulars to The Times of India, Box #650, Bangalore, by 15th January 2015. 10
- b) Is your personality shaped by people you interact with? 05
- c) Write about any two types of leadership. 05
10. a) In a short formal speech we adhere to the various stages. Broadly explain them. 10
- b) Explain the characteristics of Dove and Eagle personality in brief. 05
- c) Leadership styles differ in various contexts. Explain briefly any one style of leadership. 05

- c) Before asking for permission, what would be the ideal thing to do? Give two expressions each asking for permission and denying permission.

05

Unit – III

5. a) Read the following passage and answer the questions that follow :
- Suddenly I came out of the clouds and saw two long straight lines of lights in front of me. It was a runway! An airport! I was safe! I turned to look for my friend in the black aeroplane, but the sky was empty. There was nothing there. The black aeroplane was gone. I could not see it anywhere. I landed and was not sorry to walk away from the old Dakota near the control tower. I went and asked a woman in the control centre where I was and who the other pilot was. I wanted to say 'Thank you'.
- She looked at me very strangely, and then laughed.
- "Another aeroplane? Up there in this storm? No other aeroplanes were flying tonight. So who helped me to arrive there safely without a compass or a radio, and without any more fuel in my tanks? Who was the pilot on the strange black aeroplane, flying in the storm, without lights?"
- What did the narrator see when he came out of the clouds? 2
 - Why did the narrator turn back? 1
 - What did the narrator ask the woman in the control centre? 2
 - What made the woman in the control centre look at the narrator strangely? 2
 - Find a word from the passage which means 'queer'. 1
 - Find the antonym of the word "departure" from the passage. 1
 - The woman in the control center was the other pilot. Is this statement true or false? 1
- b) What are the advantages of de Bono's 'Six Thinking Hats' approach? 5
- c) Why do you think the poet has given human characteristics to the cockroach in the poem 'The Cockroach'? 5

6. a) Rewrite as directed.

Add appropriate question tag.

- Peter can play football.
- You aren't from Germany.

Insert appropriate preposition.

- The police car chased the robber's _____ the street.
- He likes to travel _____ Spain in summer.
- Don't forget to bring some flowers _____ you.

Insert appropriate articles.

- I fell over _____ chair again.
- Can you pass me _____ chair?
- I loved _____ apple pie after the meal.

Fill in the blanks with correct forms of the verb in the brackets:

- Tom _____ know to swim. (not know)
- Jack _____ tennis ever day. (play)

- b) "Headache has become such a confirmed habit that a huge trade has developed in Providing a cure for it." Discuss. 10
- c) Why is the color of the speaker's skin so important to the lady in the poem 'Telephone Conversation'? 5

Unit – IV

7. a) What are the advantages and disadvantages of telephone communication? 5
- b) Write a note of the important things to be kept in mind while giving information on the phone. 5
- c) State the difference in handling a personal telephone call and a business call.

NMAM INSTITUTE OF TECHNOLOGY, NITTE
(An Autonomous Institution affiliated to VTU, Belgaum)
First Semester B.E. (Credit System) Degree Examinations
Make up Examinations - January 2015

14HU114 – ENGLISH AND COMMUNICATION SKILLS

Max. Marks: 100

Duration: 3 Hours

Note: Answer Five full questions choosing One full question from each Unit.

Unit – I

1. a) Transcribe the following words and mark the primary stress:
 i) Pace ii) Premises iii) Sunday iv) Object(n) v) Engineer
 vi) Haven vii) Conflict(n) viii) Music ix) Family x) She 05
 - b) What do you understand by word stress? List any 4 rules with examples to support your answer. 05
 - c) What is tone? Write a note on falling and rising tones with examples. 05
 - d) Differentiate between British and American Accents with examples. 05
2. a) Transcribe the following words and mark the primary stress:
 i) Pale ii) Tiered iii) Afternoon iv) Object(v) v) Biology
 vi) Season vii) Raven viii) Sick ix) Man-made x) Hat
 xi) Stand xii) Eagle xiii) Sprout xiv) Grammatical xv) Myth 10
 xvi) Ego xvii) Understand xviii) Handbag xix) Conduct (n) xx) Electricity 05
 - b) 'English is a rhythmic language'. Prove this statement with reference to the weak and strong forms of words. Also list out the auxiliaries that take weak forms. 05
 - c) Mark whether the sentence carries a British or American Accent:
 i) He did his job fast. /fæst/ ()
 ii) The boy is half /hɑ:l f/ Indian. ()
 iii) The doctor /dɒktə/ was asked to operate tomorrow. ()
 iv) Students /stju:dənts/ should study well for the exam. ()
 v) Have you finished your laboratory /'læbrətɔ:n/ assignments? () 05

Unit – II

3. a) How does spoken communication differ from written communication? What are the qualities of a good communicator? 10
 - b) What do you understand from the word 'communication'? 05
 - c) Turn each of the following into polite requests:
 i) Give way for a guest. (Teacher to a student)
 ii) Know the details of your scholarship. (To the Academic Superintendent)
 iii) Borrow this book for the presentation. (Student to the Librarian) 05
 iv) Submit the assignment tomorrow. (To your teacher)
 v) Draft a letter for me. (Junior colleague to Senior colleague) 10
4. a) What are the gaps in communication? Support your stand with examples. 10
 - b) Do as directed:
 i) You meet an eminent scientist in a Conference. Introduce yourself. (Write only the phrase)
 ii) You should never introduce yourself first – always wait for someone to do this for you. (Mark True or False)
 iii) Buy me a drink. (Turn into polite request)
 iv) Could I / Can I (which expression is better in order of politeness)
 v) The most common expression for making requests is (Fill in the blank) 05

- c) Insert appropriate articles.
 vii. Gold is _____ precious metal.
 viii. Brutus is _____ honorable man.
 d) Fill in the blanks with correct forms of the verb in the brackets.
 ix. When I saw the child, he _____ (cry)
 x. I _____ (leave) school last year.
 b) Discuss the element of humor in R.K.Narayan's 'Headache'. 05
 c) Discuss the poem 'Telephone Conversation'. 05

Unit - IV

7. a) Telephone Communication has its advantages and disadvantages. Explain. 05
 b) Professional calls require preparation. Substantiate. 05
 c) What are the stages of a telephone call? List with appropriate phrases and responses. 05
 d) What do you understand by telephone etiquette? List out common telephone manners. 05
 8. a) How is a telephonic message organized? Write a message for the following:
 Mr. Hang, Asst. Manager, DDLJ Pvt. Ltd. calls Ms. Fang, Director, KKKG Ltd. in the morning by dialing 9876543210. The call is taken by Mr. Sang, the Secretary who takes the message: Due to a trip to Singapore, the meeting has to be postponed to 1st April 2015 and that the caller's number is familiar to his boss, but it would be nice if the reconfirmation of that meeting is done before 2pm. 05
 b) How to answer a personal call and a business call? Bring out the differences. 05
 c) List out common problems and their solutions during a telephone communication. 05
 d) 'We have been dissatisfied many times by telephone calls.' Explain this statement with some examples. 05

Unit - V

9. a) Write an application and CV for the following advertisement.
 Post: Quality Testing Engineer in XYZ, Chennai
 Qualification: M.Tech in VLSI Design
 Experience: 2-5 Years.
 Candidates with prior experience in the field of testing are preferred. 10
 b) What are the leadership qualities of a successful leader? 05
 c) What do you understand by personality and its traits? 05
 10. a) Discuss the stages of a short formal speech. 10
 b) What are the different types of leadership? 05
 c) Write a note on personality traits. 05

14HU114

- b) What greeting would you use in each of the following situation?
- On someone's death
 - When someone is in the hospital.
 - On the birth of a child
 - Last instruction day in the academic year. (Teacher to student)
 - When someone loses a race.
- c) Before asking for permission, what would be the ideal thing to do? Give two expressions each asking for permission and denying permission.

Unit – III

5. a) Read the passage and answer the questions that follow:
- Suneet Varma begins his day early. There are meetings lined up for the day with his 10-member core group that includes a four member design team, the business development manager and the chief financial officer. The evening is to be spent with his sponsor, champagne maker, Moët-Hennessy, discussing the expansion of his business venture to Dubai and Hong Kong. At 30, Varma is the CEO of Suneeth Varma Design Pvt. Ltd. and also one of the leading fashion designers.
- Fast realizing that the business is not just selling stuff at weddings and fashion shows, designers are corporatising haute couture. Among the first is Ritu Kumar, with her 25 year old son Amrith giving the necessary push to move her designer retail chain. Ritu's, into top gear last year. Amrith who is the Director (marketing) of his mother's enterprise, Ritika Designs Pvt. Ltd. got Mumbai based Universal Consulting to evaluate the scope of the company and revamp its retailing system. Now Ritu can sit anywhere in the world and keep a tab on the stages of processing and sale of garments. Says Amrith, "Quantifying this change is difficult, but our production of sales and finished goods to sales ratio are improving every month".
- Designers are turning over a new leaf, hiring professionals for design, business development, marketing and advertising to keep time and cost overruns in check. The payoff is starting to show. Krishna Mehta's business has grown almost by 60 percent. She discusses sales reports, budget and marketing strategies with her 35 member team regularly. Her team feeds the schedule and details on each collection onto a PC – earlier maintained in Mehta's head and a notebook. And she doesn't juggle all the decisions, instead alternates between her labels K2 and Oobe and spends the rest of the time on her couture business and meeting clients. "I find it refreshing to be only responsible for my creations, not to think of which magazine to advertise in or what schemes to run in my stores. It's all taken care of."
- a) One of the recent trends in the Indian fashion industry is the emergence of _____.
- b) What is the name of Ritu Kumar's enterprise?
- c) Why has Krishna Mehta's business grown by 60 percent?
- d) K2 and Oobe are labels by _____.
- e) Where is Suneet Varma planning for business expansion?
- f) Find the synonym of the word "dressmaking" from the passage.
- g) Find the antonym of the word "limitations" from the passage.
- b) Discuss the two ways of thinking according to Edward de Bono.
- c) Why do you think Kevin Halligen has given human characteristics to the cockroach?
6. a) Rewrite as directed.
- a) Add appropriate question tag.
- They went to the cinema.
 - They rarely eat in restaurants.
 - This is her pen.
- b) Insert appropriate preposition.
- They need to drive _____ the tunnel before they reached the destination.
 - The athletes need to swim _____ the lake during their training.
 - The robber made his escape by jumping quickly _____ the car.

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NMAM INSTITUTE OF TECHNOLOGY, NITTE

(An Autonomous Institution affiliated to VTU, Belagavi)

Second Semester B.E. (Credit System) Degree Examinations

April - May 2015

14HU114 - ENGLISH AND COMMUNICATION SKILLS

Max. Marks: 100

Note: Answer **Five full** questions choosing **One full** question from each Unit.

Unit - I

a) Transcribe the following words and mark the primary stress.

- i. conflict
- ii. enhance
- iii. examine
- iv. afflict
- v. sunday
- vi. official
- vii. promises
- viii. family
- ix. democrat
- x. particular

05

b) What do you mean by stress in English Language? State any 4 rules of stress.

05

c) Write a note on Intonation in English Language.

05

d) Write a note on noticeable differences between British and American English.

05

a) Transcribe the following words and mark the primary stress.

- i. Sunday
- ii. Tomorrow
- iii. Afternoon
- iv. Engineer
- v. Possibility
- vi. Communication
- vii. Grammatical
- viii. Seniority
- ix. Biology
- x. Stand

05

05

b) List out the normal weak forms and strong forms of the auxiliary words.

05

c) What is a syllable? State the rules of word stress.

05

d) List differences between British and American accent with examples you have learnt.

Unit - II

10

a) What is communication? How does communication take place?

05

b) 'Spoken communication is different from Written Communication'. Give details.

c) Turn each of the following into polite requests:

i) Give us some explanation on this topic. (To your teacher)

ii) Help me in completing these documents. (To the manager of your company)

iii) Offer him your camera for a day. (To your cousin)

iv) Arrange accommodation for the delegates attending the meeting. (Senior colleague to Junior colleague)

05

v) Park the vehicle. (To your younger brother)

a) 'What is spoken is not what may be heard, and what is heard may not be what is understood.' How can you defend this statement keeping in mind the barriers in communication? Also, mention what qualities one should have to be a good communicator?

10

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Make up / Supplementary – July 2015

8. a) What are the stages of a telephone call? List with appropriate phrases and responses. 5
b) What are the different types of calls? Give examples. 5
c) What would you say in each of these telephone conversation situations?
i) You can't hear the other person.
ii) You want the caller to repeat something.
iii) The caller is speaking too fast.
iv) You are struggling to hear the caller.
v) You have had difficulty in understanding the last name of the person. 5
d) What are the advantages and disadvantages of telephone conversation? 5

Unit – V

- 02 9. a) Write a letter of application for the position of an Engineer Trainee along with an appropriate resume. 10
01 b) What do you understand by the term 'Personality' and what are the determinants of a personality? 05
02 c) Justify the different types of leadership in the human society. 05
01 10. a) Draft a sample vote of thanks speech for a college function where the chief guest is the Governor of the State; the guests of honour are the State Education Minister, the Vice Chancellor and the District Collector. List the guidelines for the speech. 10
01 b) 'Personality is a mask'. Explain the given statement. 05
5 c) Which are the qualities that make a leader successful? 05
5

14HU114

Unit – III

5. a) Read the following passage and answer the questions that follow:
- It took three long years for my coming into existence, after the idea of a new currency was conceived. I was first conceived and named on 1st January, 1999, when eleven European countries decided to have new money form i.e. Euro. My value was determined as per the conversion rate fixed by these countries in terms of their own currencies. On 1st January, 2002, I was circulated as currency notes when twelve countries adopted me as their currency. Some countries opposed the idea of using me and initially refused to accept me. But now almost all the European countries have accepted me as valid currency. My brother Dollar who is in America, my brother Lira residing in Italy and my sister Sterling was quite jealous of me but soon they accepted my existence and started respecting me. I now enjoy a place of pride among all the currencies in the world and almost everyone accepts me freely.
- When did Euro come into worldwide acceptance?
 - Euro was accepted without opposition. Is this statement true or false?
 - Bring out the sibling rivalry in the family of Euro.
 - What is the present status of Euro?
 - Find a word from the passage which means "envious".
 - The young lad had great _____ (use the noun form of "determine") in conquering his fears.
 - Find the antonym of the word "accept" from the passage.
- b) What is the basic idea on which the six hats method of thinking works?
- c) What is the reason for the cockroach's restlessness?

6. a) Rewrite as directed

Add appropriate question tag

- Have some rice.
- He never goes out with his dog.

Insert appropriate preposition

- She was born _____ 2004.
- He likes to travel _____ Spain in summer.

Insert appropriate articles

- I'm not a troublemaker. I'm _____ troublemaker!
- My uncle is _____ MLA.
- I love _____ apple pie after dinner.

Fill in the blanks with correct forms of the verb in the brackets:

- I like _____ the piano. (play)
- Peter _____ stamps since five years. (collect)
- I look forward to _____ from your son. (hear)

- b) "Headache has become such a confirmed habit that a huge trade has developed in providing a cure for it." Discuss.
- c) Comment on the use of satire and irony in the poem 'Telephone Conversation'?

Unit – IV

7. a) How is a telephonic message organized? Give two situational expressions for leaving messages.
- b) What question would you ask for each of the following situations?
- You want to know the spelling of the director's name.
 - You want to know the caller's credit card number.
 - You would like to know the mode of payment of fees.
 - You want to know when you will receive a reply to our letter.
 - You want to know where you should meet our friend in the evening.
- c) What things do you need to do when you listen to instructions on the phone?
- d) State the differences in handling a personal telephone call and a business call.



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NMAM INSTITUTE OF TECHNOLOGY, NITTE

(An Autonomous Institution affiliated to VTU, Belagavi)

First / Second Semester B.E. (Credit System) Degree Examinations

Make up / Supplementary Examinations - July 2015

14HU114 - ENGLISH AND COMMUNICATION SKILLS

Hours

Max. Marks: 100

Instruction: Answer **Five full** questions choosing **One full** question from **each Unit**.

Unit - I

Transcribe the following words and mark the primary stress:

- | | | | | | |
|------------|-------------|------------------------|-----------------|--------------|----|
| Eagle | ii) Develop | iii) Forgive | iv) Present (n) | v) Afternoon | |
| vi) Sprout | ii) Season | viii) Misunderstanding | ix) Handbag | x) Five | 05 |
- Word stress plays an important role in beautifying English. Comment on this by mentioning the rules of word stress. 05
- Bring out the differences between British and American accents with examples. 05
- What is tone? Write a note on falling and rising tones with examples. 05

Transcribe the following words and mark the primary stress:

- | | | | | | |
|------------|-------------|-----------------|-----------------|---------------|----|
| i) Assent | ii) Benign | iii) Particular | iv) Present (v) | v) Stand | |
| vi) Spouse | vii) Ego | viii) Breakfast | ix) Sunday | x) Food | |
| xi) Eagle | xii) Office | xiii) Myth | xiv) Music | xv) Afternoon | |
| vi) Six | xvii) Cat | xviii) Family | xix) This | xx) Hit | 10 |
- What is word stress? List out any 4 rules of word stress. 05

Mark whether the sentence carries a British or American accent:

- | | | |
|---|-----|----|
| i) Ask / æsk / what you can do for your country. | () | |
| ii) Have you heard of that blue plant /plænt/ ? | () | |
| iii) There are two tenses in English- Present and Past. / pɑ:st / . | () | |
| iv) Green apples are mainly the produce / prɒdʊ:s / of Kashmir. () | | |
| v) Do you know rocket /rɒkɪt/ science? | () | 05 |

Unit - II

What do you perceive from the word 'Communication'? What differences do you infer between spoken communication and written communication? 10

On your understanding, what qualities should a good communicator have? 05

Turn each of the following into polite requests:

- Switch off the fan. (To a stranger in a conference)
- Give me your English text book for the lab class. (To your classmate)
- Lend me your laptop for a presentation. (To your neighbour whom you don't know well)
- Submit the assignment tomorrow. (To your teacher)
- Draft a letter for me. (Senior colleague to Junior colleague)

What are the reasons for communication to break? Support your stand with examples. 05

Which is the most common expression for requests? Give a formal and informal situation as well as a response for a request to pass a glass of water. 10

Before asking for permission, what would be the ideal thing to do? Give two expressions each asking for permission and denying permission. 05

Unit – IV

- a) List the advantages and disadvantages of telephone as a medium of communication. 05 L1
05 L2
- b) Explain the preparations undertaken before a business call. 05 L1
- c) Make note of the important things to be kept in mind while giving information on the phone. 05 L1
- d) How is a telephonic message organized? Make a message card leaving a message about the visit of Mr. Khan on the Annual Day of the Institution on the last day of this year. You received the phone from Ms. Bhavya, Chief Officer, K1 Ltd. at 5:00 pm whose number is 9012345678 on Ben's behalf. 05 L3
L6
- a) Describe 'Telephone Etiquette'. List out the common Telephone Manners. 10 L1
05 L2
- b) Explain the stages of a telephone call with examples.
- c) What will you say in the following situations:
i) You can't hear the other person.
ii) You want him/her to repeat something.
iii) He/She is speaking too fast.
iv) You are struggling to hear the other person.
v) You have had difficulty in understanding the last name of the person. 05 L1

Unit – V

- a) Write a letter of application along with a resume for the following advertisement. Candidates with a minimum qualification of M.Tech. for the post of Assistant Professor (Mechanical Engineering) with a minimum experience of 4 years. Should possess excellent communication skills and should have a flair for teaching. 05 10 L6
05 L2
05 L2
- b) Describe 'Personality' and write a note on Introvert and Extrovert Personalities.
- c) Explain the qualities of a good leader. 10 L2
05 L6
05 L2
05 L2
- a) Explain each stage of a formal speech with its factors. List out the necessities in a welcome address.
- b) Explain the determinants of Personality.
- c) Discuss the styles of Leadership.

Bloom's Taxonomy, L* Level

5. a) Today, millions of people want to learn or improve their English but it is difficult to find the best method. Is it better to study in Britain or to study in your own country?

The advantages of going to Britain seem obvious. Firstly, you will be able to listen to the language all the time you are in the country. You will be surrounded completely by the language wherever you go. Another advantage is that you have to speak the language if you are with other people. In other European countries, it is always possible, in the class, to speak English if you want to and the learning is slower.

On the other hand, there are also advantages to staying at home to study. You don't have to make big changes to your life. As well as this, it is also a lot cheaper than going to Britain but it is never possible to achieve the results of living in the UK. If you have a good teacher, you can learn in a more concentrated way even in India than being in Britain.

So, in conclusion, if you have enough time and enough money, the best choice is to spend some time in the UK. This is simply not possible for most people, so being here is the only viable option. The most important thing to do in this situation is to maximise your opportunities: to speak only English in class and to try to use English whenever possible outside the class.

- i) Describe the greatest advantage of listening to language. (02)
- ii) Explain a good way to learn English in India? Why does it help? (02)
- iii) List out the ways to maximize the opportunities to learn English. (02)
- iv) Give the antonym of 'worsen' from the passage. (01)
- v) Give the synonym of 'expand' from the passage. (01)
- vi) Give the one word substitute for 'not of high cost'. (01)
- vii) This is an _____ situation. (suffix of advantage). (01)

- b) Compare the advantages of De Bono's 'Six thinking Hats.'

- c) Explain why the poet has given human characteristics to the Cockroach.

6. a) Do as directed:

Rewrite using suitable prepositions:

- i) I'm looking _____ my keys. Have you found them?
- ii) The police car chased the thieves _____ the streets.
- iii) He has been living here _____ 1945.

Rewrite using suitable articles:

- iv) I was born into _____ (a, an, the) embodied joint family.
- v) He will come back in _____ (a, an, the) last hour.
- vi) I would love to talk to one of _____ (a, an, the) managers.

Give suitable question tags:

- vii) Let's be cool and calm.
- viii) Hari is sad about the demise of his friend.

Rewrite with the proper form of the verb given:

- ix) I _____ to a great radio show on the way to work. (be + listen)
- x) Do you still _____ to the tennis club? (belong)

- b) 'Headache is essential to maintain human relationship in working order.' Substantiate the statement.

- c) Describe the satire in the poem 'Telephone Conversation.'

(An Autonomous Institution affiliated to VTU, Belagavi)

November - December 2015

15HU114 – ENGLISH AND COMMUNICATION SKILLS

ation: 3 Hours

Max. Marks: 100

Note: Answer Five full questions choosing One full question from each Unit.

Unit - 1

Marks BT*

- | | | | |
|----|---|----|-----|
| a) | Transcribe the following words into IPA and mark the stress. | | |
| | i) Thick ii) Gate iii) Car iv) Stand v) Food | 05 | L*3 |
| | vi) Democracy vii) See viii) Fill ix) Table x) Pot | | |
| b) | List out the normal weak forms and strong forms of auxiliary verbs. | 05 | L1 |
| c) | Explain word stress. State with examples any four rules to substantiate. | 05 | L2 |
| d) | Determine the differences between British and American Accents with examples. | 05 | L5 |
| | | | |
| a) | Transcribe the following words into IPA and mark the stress. | | |
| | i) Pen ii) Flight iii) Rose iv) Judge v) Sun | | |
| | vi) Prompt vii) Maintain viii) Race ix) Gain x) Start | | |
| | xi) Van xii) Delete xiii) Field xiv) Book xv) Account | 10 | L3 |
| | xvi) Turn xvii) Seat xviii) Day xix) Torn xx) Fun | 05 | L2 |
| b) | Describe Intonation and the types of intonation with examples. | | |
| c) | Distinguish between (i) / s / and / z / | 05 | L2 |
| | (ii) / f / and / ʒ / | | |

Unit – III

- | | | |
|---|----|----|
| Interpret the term 'Communication'. How does it take place? | 10 | L2 |
| Analyze the reasons for break in communication with examples. | 05 | L4 |
| Identify the essentials of effective communication or qualities of a good communicator? | 05 | L1 |
| Describe the barriers to communication. | 10 | L2 |
| Explain Spoken Communication and Written Communication. | 05 | L2 |
| List out a few useful phrases in : | | |
| i) Introducing oneself | | |
| ii) Introducing others | | |
| iii) Making a request | | |
| iv) Being introduced when meeting for the first time | 05 | L3 |
| v) Responding to a greeting | | |