ENG516 Objective Spring2020
by Ahmad Mahboob

1. **70% of the world population is _** (collectivist)
2. **it is about meeting a person face need for self respect .not all culture have same idea about appropriate ways to meet** (face) **needs**
3. **The perticulist would agree that it depend on the situation and people involved .**
4. Assessment **is concerned with individual students learning.**
5. **A test is considered** reliable **it is administered on different occasion and similar results are obtained.**
6. **test writing skills can be carried out**

non weighted weighted holistic all given option

7. **multiple choice** question **effectively assess student learning because they are flexible**
8. Peer **assessment involvement students assessing the language produced by their peers.**
9. **There have been** four **major influence over last ten years with great impact ...**
10. **jargon and idioms should avoid as well as common expression in** business **communication**
11. **You write a reverse** Chronological **resume when you are traditional job seeking person**
12. **Which of the following component is not including in the optional report?** (discussion)
13. **Business communication courses are designed as** 3 **credit hours courses divided into 45 lectures, subdivided 6 modules of 5 minutes each.**
14. **ELP:** English for Legal Purposes
15. **COAI (Combination of adapted items)**

16. **In individualistic societies there is ongoing public debate on social issues which mea there is a lot of talk**
17. **In some societies, when acquaintance is established that it becomes an obligation to stop and talk and to initiate conversation**
18. **In multicultural awareness collectivists need to alter their unmarked conversational strategies towards those that individualist favor**
19. **The curriculum to prepare novice researchers in an academic writing has two interlinked aspects of the discursive talk.**
20. **In Business English Recommendations provide reasons to purchase new equipment, hire new personnel, contract with new providers, renew contracts or revise current procedures.**
21. **The discussion is the largest part of the report and it requires development of the concepts of the summarized topic.**
22. **The recommendations report allow you to tell your audience about why they should purchase, or consider something.**
23. **Online supplementary material for a range of business English titles can be found on the OUP website (www.oup.com).**
24. **Evolution in management sciences has changed the working of the modern organization in recent times.**
25. **In aviation industry, the use of questions is an aspect of plain English but is not part of radiotelephony.**
26. **Medical vocabulary is known by its large corpus of technical or specialized terms**
27. **The term thesis is used in UK and dissertation in the US, for doctoral research.**
28. **Open university of Sri Lanka provides assistance and guidance are provided by day school sessions which are held at regular intervals mostly on weekends.**
29. **Imparting knowledge of English speaking cultures is helpful to achieve business objectives as English has become the acknowledged business language.**
30. **Jargon and idioms should be avoided as well as common expressions in business communication.**
31. **'Face of Politeness' is a technical term and it is about meeting a person's 'face needs'.**

32. **The Universalist says that following of rules and regulations depend on the situation and people involved.**
33. **Using critical incidents brings about increased awareness of cultural differences by analyzing critical incidents from different cultural perspectives.**
34. **In pedagogy Conscious reflection is a form of assessment – thinking about what is going on in the classroom by the teacher.**
35. **The emerging and innovative technology has undoubtedly changed the whole teaching process from school education to university education.**
36. **WAN (wide area network)**
37. **Local AREA networks (LAN)**
38. **Computer based tests (CBT)**
39. **Computer-adaptive tests (CAT)**
40. **Which of the following is the measure of assessment test for reading comprehension..**

DRP TPRI ITBS All of given options ☆

41. **Distance learning has been used in ..... through postal services and in 20th C. through radio & television**

17th C 18th C 19th C ☆ All of given options

42. **The difficulties of EAL writers will continue to increase in ..... publication in English**

National International ☆

43. **In Full Block all the information is to the left side of the paper without indenting of paragraphs.**
44. **In view of the public safety which is involved in the aviation profession, the need for efficient and effective communication skills is needed.**
45. **Jargon and idioms are not used in which communication**

Business Literary Media Political

46. **The Anglo-Saxons culture is that takes time as linear.**

47. **In culture , interruption of children does not mind during talking of parents.**

America Pakistan Japan Western

48. **In collectivist societies, the emphasis is on the group and cooperation in shared activities**
49. **The use of humor during important meetings might be interpreted as a lack of seriousness in some cultures.**
50. **Cognitive activities: In which learners increase their knowledge about culture.**
51. **There are three types of formats which are usually used in business letters**
52. **Memos are one of the three most used forms of communication**
53. **In Mexico, it is accepted without questioning that those in charge have authority and seldom will the juniors question about the implementation of a new policy.**

Objective

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(03 Marks Questions)

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Q. discussion proposal

The discussion is the longest part of the proposal, containing most of the information. It is important to organize your content, use graphics, and be ethical in order to persuade the reader to your point of view. Developing the content means that you develop your ideas persuasively, observe ethical technical writing norms, organize your content using graphics and communicate persuasively.

If the material is long and complex, organizational techniques have to be used for organizing your content. Key components for discussion include analysis of existing situation, offered solutions and the benefits to readers. The discussion text becomes more accessible with the use of graphics, line drawings, photographs, flow and organizational charts.

Q. length and scope in report

Reports vary as short reports, comprising of 1-5 pages, scope on single topic, limited time frame, with fewer audience or long reports which can be of more than 5 pages, can have momentous impact, address a larger audience and cost more.

Q.why cost factor is important in email

Cost is another important factor. There are no expenses of paper and other writing postage items. Unlimited attachments can be sent and shipping costs can be avoided. The use of email has additional value of documentation, establishing an 'Email trail', through the threads or string of emails which can be retrieved easily. Information can be archived in files for future reference.

Q. imrd model

The compilation of the content in a research article (RA) usually follows the IMRD Model: Introduction, methods, results, discussions.

In the traditional complex organization, the model is: Introduction, review of literature, chapters, each following IMRD mode, with a general summary chapter. Humanities, these are usually topic based, with an introductory chapter, followed by a series of chapters based on the topic, with considerable overlapping of methods.

Q. Informational report

They focus on facts. This helps the reader to understand the context, the situation and the topic. The costs, the time, and availability of resources should be conveyed. The data can be conveyed through bullets, by asking questions and giving answers and presenting facts and figures in paragraphs.

Q. Scan-able resumes how it can be delivered?

Most companies use computers to screen resumes. They use a technique called electronic applicant tracking, which scans the resume for key words. The company's computers scan the resume as raster or 'bitmap' image. Then it uses an artificial intelligence scanner to read the text, looking for key words, so that it can be forwarded to the concerned department. This is its most important feature, which tells about job titles, skills, responsibilities, corporate buzzwords, acronyms, abbreviations related to hardware.

Q. Benefits of self assessment

1. Can be developed to administer quickly.
2. Involve students in the assessment process.
3. Involvement helps students understand and learn a language autonomously.

Q. Define telephoning

An instrument for reproducing sounds at a distance specifically : one in which sound is converted into electrical impulses for transmission (as by wire or radio waves)

Q. Obstacles in successful language policies

One-language policies can have repercussions that decrease efficiency. Proper rollout mitigates the risks, but even well-considered plans can encounter pitfalls. The most common are that change always comes as a shock, employees resist and performance suffers. Steps that companies can take to manage Englishonly policies include involving all employees, using managers as referees and enforcers, and to take responsibility for ensuring compliance.

Q. Long term orientation in cultures

This dimension highlights differences between cultures that see short-term benefits as important (consider, for example, the way some company strategies focus on short-term profits), and those that feel that time spent developing longer-lasting relationships brings greater benefit.

Q. Three Ps of marketing

- **Product**: Product refers to item that satisfies consumers' needs or wants.
- **Price**: Price is the amount a customer pays for a product.
- **Place**: Placement is about a product's market coverage and how it gets to market through logistics through company's distribution channels.

Q. Functional resumes

You write a functional resume when you are a non-traditional job applicant, returning to work after a gap and are not fresh graduate. . You have not received education for a job and have changed jobs frequently or you plan to join a new profession. A non-traditional job applicant has to emphasize his skills as related to the job he/she is seeking and quantify his/her accomplishments. Education and experience should be given in reverse chronological order. Both provide the same content, it is only in how the organization of the content varies.

Q. Three schools of thought which have exerted an influence on management science?

i. Scientific Theory
ii. Classical Management
iii. Behavioral movements

Q. 3 principles of designing courses and writing materials for use in distance learning

i. Setting objectives
ii. Needs Analysis
iii. Material Development

Q. enlist 3 areas of legal laws

i. Language of contracts
ii. Language of employment
iii. Language of banking, business law, and company, etc.

Q. write a note on Anglo Saxon - future plan

An Anglo-Saxon perspective may be to view projects as plans for the future, with clear aims, milestones, and deadlines. Yet this perception is colored by the fact that Anglo-Saxons, in general, tend to see time as a linear concept, with one event following another. A culture which views time differently may deal with projects in other ways. Individual objectives, for example, may be flexible, depending on factors seen as outside the control of the project managers. Yet the project might still succeed because that culture has a more holistic view and takes better account of all factors.

Q. 3 assessment procedures in comprehension

i. One type involves a student reading a passage that is at an appropriate level for the student, and then having the student answer factual questions about the text.
ii. A second type involves a student answering inferential questions about implied information in the text.
iii. A third type involves a student filling in missing words from a passage.

Q. what do you mean by formality of the report

The tone in short reports is informal when written about routine messages, written as letters, memos, emails while long reports are formal, and have standardized components like contents, abstracts, illustrations and titles

Q. correction feedback

In correction, more specific information on learner's performance is given through explanation, of provision of alternatives or eliciting from learners. It tells of what the learners did right and what was wrong. Different teaching methodologies e.g. audiolingualism, humanistic methodologies, and skills approach, etc. offer different approaches to assessment.

Q. What is meant by wash back and how is it achieved?

When the course is designed with the test in mind, its effect is called washback. It may also be called backwash, test impact, and measurement-driven instruction, alignment with course objectives and test feedback. Beneficial washback is achieved by basing achievement tests on objectives. Test makers should ensure that the test is known and understood by students and teachers. Assistance should be provided to teachers.

Q. glossary of proposal

A glossary provides clarity for the less specialized audience. Alphabetized glossaries serve the purpose of defining jargon, high-tech terms, abbreviations and acronyms. The purpose is not to burden the text or to slow down the reader by using unfamiliar terms and technical jargon. The provision of glossary helps the reader to look up definitions of such items and those who are familiar with them can continue to read without interference.

Q. Three move model

- Provide background information
- Present a statement of result (SOR)

- Evaluate/comment on results or findings in a restatement of aims, research questions, and hypotheses

Q. Distance Learning

Distance Learning (DE) is not a new concept. It has been used in the 19th C. through the postal services, and in the 20th C. through radio and television. However, technological advances have given it a greater impetus in the 21stC. Computer mediated learning, two way interactive videos and other modern technologies have made distance education an important choice as compared to traditional education.

Q. What are 3 types of rubric?

i. Non-weighted rubric
ii. Weighted rubric
iii. Holistic rubric

Q. what is universalism and particularism

The Universalist says that rules and regulations are there to be followed. The particularist would argue that it depends on the situation and people involved. The following example is somewhat simplistic, but might help to clarify the concept. If a cashier is caught stealing from the till, in a Universalist culture, he or she would probably lose their job. In a particularist culture, the fact that the person was stealing to pay for a child's education might be seen as an excuse for the behavior.

Q. What you mean by investigation report

Investigation report looks at the causes behind an incident. It is not just document about why something happened but why it happened, e.g. someone lost a credit card at a party, and you have to write a report about how and why this happened. The components are an introduction, giving background and an overview, the purpose: Date, objective rationale, location, personnel, and authorization. In a discussion which is the body of the report, the data, findings and the agenda is given. In conclusion, what learnt, discovered, accomplished is written and in recommendations, suggestions are given.

Q. Enlist 3 point for writing a good resume

i. Review Successful Examples. ...
ii. Use a Template. ...
iii. Choose the Best Resume Format. ...
iv. Choose a Basic Font. ...
v. Add Numbers That Quantify Accomplishments. ...

Q. What is cover letter?

In a cover letter you have to specify why and what you are writing about in the introduction, and if the information was requested. In the discussion, it says what you are enclosing and its value. Lists important points and in the conclusion say what will happen next and when and why the date is important.

The cover letter prefaces the reports, provides the reader with an overview and tells the reader what the report holds.

Q. Aims of external proposal

External proposals are aimed for an external audience. They are written to sell a service or a product outside your company. If your company has developed new software, it will need a proposal to market the new item as well as the services which go towards its installation. It will cover such issues as marketing, purchases, contractors and trainers.

Q. Three moves of CARS

- Move 1. Establishing a territory
- Move 2. Establishing a niche
- Move 3. Occupying the niche

Q. Challenges in multicultural communication how can be addressed

Challenges in multicultural communication have to be addressed to communicate with a diverse audience. Internet affects the global economy, and while the use of emails and Facebook facilitates business with better and faster communication, they also pose challenges. For example, a multilingual report, addresses an audience of various cultures who have disparate notions/norms about communication.

Q. Long term orientation in its cultural context

This dimension highlights differences between cultures that see short-term benefits as important (consider, for example, the way some company strategies focus on short-term profits), and those that feel that time spent developing longer-lasting relationships brings greater benefit.

Q. Two factors on which adaptation of language policy depends

Employee buy-in and belief-in capacity.

i. Buy-in is the degree to which employees believe that a single language will produce benefits for them or the organization.
ii. Belief in their own capacity is the extent to which they are confident that they can gain enough fluency to pass muster.

Q. internal proposal

Internal proposals are aimed for an audience within the company. They relate to issues which are addressed by –company management. When topics are large, then a longer report or proposal is needed to cover such diverse topics as extensive financial budgeting, time for planning and a commitment to new staffing.

Q. full block format

In the Full Block format with the Subject - line is taken as more popular and professional; the only difference is that a subject-line is included. All text is typed on left margin, with no indentations, so is the date, complimentary close and the signatures. The Simplified format omits the salutation and complimentary close e.g. sincerely.

Q. name of the measure of assessment test for the reading comprehension of learners

- Degrees of Reading Power (DRP)
- ERDA
- GORT4
- ITBS
- TPRI

Q. problem of intercultural communication

Intercultural communication takes place when the conversation between two speakers is carried out in a language which is not the L1 of either. Many conversations that bilinguals have, take place in the L1 of one speaker, but not the other.

Q. feedback in distance learning

Giving feedback in a DE program is crucial for its success as students have fewer opportunities to ask for clarification. For maximizing the potential of the program, and raise awareness about strengths, and areas for improvement and to identify action for improved performance, learners need to be aware of their strengths and weaknesses. One of the key reasons for the teacher being involved at all is to provide the kind of specific and targeted response that it is difficult for self- study materials to offer. In some programs occasional meetings or talking on the telephone between teacher and learner are planned, but mostly in DE the feedback is in the form of written feedback on assignments, comments or suggestions about how the learner can improve his/her work. The written comments should be personalized and on a regular basis.

Q. issues to access internet materials

The issue of access to Internet material is another concern, referred to as the 'digital divide'. The speed and quality of access, and the right to uncensored material as well as the right to participate in the production of material on the Internet, is a serious concern. There are issues of disparities of access, which depend on political and economic factors. One response to this is to use open access materials, e.g. the website Language Learning Technology (llt.msu.edu), or Journal of Writing Research (http://jowr.org/current.html).

Q. 3 activities during online learning environment.

i. Create an effective course outline that communicates course expectations
ii. Create guidelines of online behavior, and course organization
iii. Effectively use the learning management system (LMS) and other technologies selected to support the course, including Microsoft Office and Adobe Acrobat

Q. recommendation letters

A recommendation letter is written to recommend an employee, a project or a service. Perhaps an employee deserves a promotion or has to be nominated for an award. Another needs a reference for an educational scholarship or the government wants a reference of someone. In the introduction you state

your position, relationship, the applicant's position, the duration you have known him/her, mention the applicant's skills and say why you think he/she deserves consideration for job/award/ scholarship. Contact information is also shared.

Q. multiple choice test

Multiple choice - items consist of a statement (question stem), plus a selection of alternative statements/choices (distracters), with one correct option. The research literature suggests including a minimum of 3 answer choices. MCQs are effective items, they are flexible, easy to implement and to grade. Teachers can access test bank questions through their departments, previous courses, or online resources. Reliability of MCQs depends on grading procedure of question format.

Q. Three finance and accounting vocabulary which learner familiar

i. Balance sheet
ii. Assets
iii. Liability

Q. Three ways suggest by brown and abeywickrama ensuring a test reliable.

- It is consistent to be administered for two or more applications.
- It gives clear instruction and uniform rubrics about scoring.
- It lends itself to consistent application by the evaluator and contains items/tasks that are unambiguous for the test-taker.

Q. Three varieties of elements in company culture.

- Work environment
- Company mission
- Values, ethics

Q. Language for telephony?

Aviation English is the de facto language of civil aviation which is called Radiotelephony; it is a specialized communication between pilots and air traffic controllers, and other personnel associated with the aviation industry, like flight attendants, crew, mechanics and engineers.

Q. Describe the term ling term?

Long term orientation: This dimension highlights differences between cultures that see short-term benefits as important (consider, for example, the way some company strategies focus on short-term profits), and those that feel that time spent developing longer-lasting relationships brings greater benefit.

Q. Five departments which the administration has to liaison in vertical and horizontal communication.

i. Administrative Staff
ii. Information organization
iii. Equipment

iv. Human resource
v. Standards

Q. Five factors of cost analysis part of language report

i. Profit and Loss
ii. Survey results
iii. Lab report results
iv. Warranties
v. Maintenance

Q. Thompson's five move model

Move 1: restatement of aims and research questions

Move 2: consolidation of present research (findings, limitations)

Move 3: practical and theoretical implications

Move 4: recommendations for further research

Move 5: concluding restatement

Q. Language of telephoning

A language for telephoning in DE programs refers to the traditional categories of grammar, vocabulary and pronunciation. The social aspect of how to converse on the telephone have to be kept in mind, how socializing on telephone follows cultural norms of interaction. Activities for practice could be ringing someone and inviting them for a party, cancelling an engagement, and changing the program of an event, etc. You (or the learner) transcribe the conversation and use the transcription as a basis for feedback.

- Activities for practicing telephoning skills: Role plays based on client conversations, complaint letters.
- Social aspect: Conversation routines, e.g. inviting, informing, (cancellation or conforming time, date, venue of appointment). Asking opinions, asking for information

Q. Categories of self and peer assessment

i. Direct assessments of a specific performance
ii. Indirect assessment of general competence
iii. Metacognitive assessment
iv. Socio-affective assessment
v. Student-generated tests

Q. Three measure of comprehension reading test?

- Degrees of Reading Power (DRP)
- ERDA
- GORT4

- ITBS
- TPRI

Q. Recommendation report?

Recommendation Reports: After providing and analyzing information, you can recommend action based on findings. The recommendations allow you to tell your audience about why they should purchase, or consider something. Long reports cover information, analysis and recommendations separately; usually these three goals will overlap in the long, formal report.

Q. 3 elements of ethnocentrism

1. Essentialism: The assumption that groups, categories have one or several defining features/characteristics exclusive to all members of that category and that there is an essential cultural identity for each cultural group.
2. Universality: The concept that features of human life and experience exist beyond the constitutive effects of local cultural conditions.
3. A Hegemonic view: A hegemonic view of things holds that values, experiences, and expectations of a dominant group are held to be true for all humanity.

Q. PPP

A typical approach here is PPP, where language is presented, practiced using a variety of different activities, and finally produced through some sort of communicative activity. A variation on this is the deep-end approach, where learners are asked to perform a task that makes demands on their competence in using language, and then their performance is diagnosed, leading to a focus on the specific language items.

Q. information report

They focus on facts. This helps the reader to understand the context, the situation and the topic. The costs, the time, and availability of resources should be conveyed. The data can be conveyed through bullets, by asking questions and giving answers and presenting facts and figures in paragraphs

Q. diffrence b/w low and high context of societies

The main difference in between these two types of societies is that high-context conversations do not reveal much information about what people really consider when they organize their lives. Highcontext conversations do not reveal much information. In individualistic societies, there is an ongoing public debate about social issues which means that there is a lot of talk. In collectivistic, Asian societies would count as high-context societies, people tend to think of people in low-context societies, as being less attractive, and credible, perhaps because of their lack of talk.

Q. three area of language law

- Language of contracts
- Language of employment
- Language of banking, business law, and company, etc.

Q. Three components of functional resume?

- Identification
- Career Objectives
- Summary of Qualifications

Q. developing business English in distance learning

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Q. why email unsuitable for formal communication

Their casual tone makes them unsuitable for formal communication, like contracts, where a certain degree of formality is required. Emails are almost always deleted as soon as read, as inbox fills quickly, so emails which are considered not important are deleted. Letters allow a better "paper trail" as compared to emails and for a better record of documentation.

Q. three manager function

1. Leadership
2. Team building
3. Delegation

Q. function and importance globalization

Globalization has impacted all areas of human life. There is more cultural interaction between culturally diverse groups. A hundred years ago a person would live and die in his/her own culture without confronting another person with a different worldview and belief system. Now, due to globalization, easier and faster means of travel and ITC development, communication all over the world can happen with the push of a button. This has led to the internationalization of education and business, more professional migration, and faster means of travel for education, entertainment and tourism.

Q. diference B/W masculine and feminine cultures

In masculine cultures, achievement is often measured in terms of power and wealth, and emphasis placed on work goals and assertiveness. Feminine cultures see personal goals, human contact, and relationship building as more valuable.

Q. Three components of long report

- Front matter
- Text
- Back matter

Q. importance of in-groups

The importance of in-groups can be seen in strong ties within the family. However, the influence of in-group differs, affects behavior, but it lasts throughout life. For example, the university one attends can influence an individual's life in the way he/she acts and thinks. The importance of in-group is embedded in social networks, and in group membership. In-group views dominate and the emphasis is not on individual's goals but in group cooperation. Intercultural communication differs in societies.

Q. Three levels of spoken accuracy in English for medical purposes

The pronunciation of the initial and final consonants and of suffixes and prefixes is crucial to effective communication. Phonemic contrasts, e.g. 'low blood pressure' vs. 'No blood pressure' can become problematic in clinical settings. Also specific nursing words, related to terminologies, procedures, and diagnosis have to be focused on as do terms, procedures, and diagnosis. General words, patients' names and commonly confused words, and intonation and stress, mispronunciation at suprasegmental level and misplaced stress all need to be addressed in teaching.

The vocabulary, word choice becomes crucial in medical settings. There are synonyms with many connotations, e.g. stomach, belly, gut, tummy. Appro. priacy of a term is related to the age, gender, social class and the degree of formality required for the addressee. Abbreviations, idioms and metaphor, and parts of speech, common collocations, and colloquial English are part of vocabulary training.

Accuracy in speech production is related to following syntactic and morphological rules of **grammar**. The correct use of tenses and pronoun usage, the use of relative clauses to specify someone, e.g. 'The patient [who is scheduled for surgery] wants a bath", have to be taught. Grammatical structures describing procedures use the third person subjects, passives and imperatives.

Q. style and tune of an email are determined by the audience

Style and tone are determined by the audience. The use of simple words and short sentences makes for better reception by the audience. Specific detail and concise information should be provided as with other modes of business communication, keeping the tone informal and friendly tone. Formats for emails vary. Microsoft Word offers many templates from which to choose which suits your purpose and audience.

Q. Silence view in different culture

Culture can be analyzed by using a number of dimensions. Five areas are usually seen in differentiating culture. The first one looks into how silence is viewed in different cultures. In some cultures, silence is favored, e.g. in Finns and Asians. In others, it is viewed as a breakdown in conversation leading interlocutors to get uncomfortable in some and to endeavor to fill up the silence. In some societies, silence is important. It is a way to guard your individuality and ward against the fear of someone changing your opinion. This refers to a frequent conversational goal in Western societies for each person to check out his sense of reality (or point of view) against that of other people in the conversation.

Q. rubric

Testing of writing skills can be carried out by using the following:

- Non-weighted rubric

- Weighted rubric
- Holistic rubric

Holistic rubric describes in general terms the qualities of excellent, good, and fair, and unsatisfactory assignments. The description is tied to grades or stands on its own. The instructor chooses the description that fits the assignment. Students of business English love to be given feedback about their progress. It is useful to involve students in forming rubric.

Q. Three format of writing letter

Writer's address includes either the writer's address or the company's address. If it is writer's address, it will give the house address, the street, the city, state and zip code. If the heading consists of the company's address, it should include the name of company, street address, city, state, country and zip code. The date should document the date, month, and year in which the letter is being written.

The reader's address should be placed two spaces below the date and should include the reader's name. In case that is not known, the department or the reader's job title should be given. The reader's title (optional) and the company's name are given, followed by street address, the city, state and zip code.

Salutation starts with 'dear' with your reader's last name followed by a colon. You can also use his/her first name if you are on first name basis with your reader. If marital status of a woman is unknown 'Ms' should be used, and if known then 'Miss' or 'Mrs.'.

Q. Analytical report

Analytical Reports: In analytical reports, you analyze through factual information. Then you expand on it to interpret, to analyze and to draw conclusions. After a more in-depth analysis for other options, pros and cons, you then draw conclusion.

Q. turn taking and pause request for participant in different culture

- **Turn Taking** (in some cultures, turns are normal while in others, it follows different rules)
- Silences
- **Pauses** (how some cultures silence and pauses are normal and desired while in others it is viewed as a failure of communication.
- Using metaphors: It is a good activity; it can generate a lot of discussion, and bring awareness about how things are viewed in different societies.
- **Requests**, e.g. an activity for turn taking involves two participants.

Q. concept of thanks

In an appreciation routine the 'Thanks' is unmarked, in some words is normal, but in others it is marked. Expressing thanks is thus another area which shows variation across cultures. It is surprising that not all cultures subscribe to what is connoted by 'thanks', in the Western culture.

Q. facts affect national and business culture

Many factors affect national and business culture. Some originate and are based on the world of work, others from local environment and influence from the world of work – e.g. social (gender roles, priorities of personal life/work, punctuality, etc.), work (company organization, hierarchy, and attitude towards leadership, authority) and physical (space between people, contact, gestures).

Q. how result of proficiency is assessed

- Norm referenced: Norm referenced scores are compared with each other: e.g. 'Mariam scored 90 out of 100 in the top 10 percent'. Numbers, rankings, and letter grades are used.
- Criterion referenced: Criterion referenced are compared with an external standard, gives qualitative information what a learner can do with language.

Q. Specific vs diffused culture

In specific-oriented cultures, people see work and personal life separate. Work is not impacted by relationships. In 'specific' cultures the relationship between managers, subordinate depethe situationtuation. The 'at-work' relationship is different from the 'at-play' one. In 'diffuse' cultures, people see an overlap in work and personal relationships are vital in achieving business objectives. Spend time with colleagues and clients. The relationship is always there, and business can be done at any time or place in such cultures.

Q. What information is given on the title page of the report?

The title page gives the title of the report, name of the company, writer/s submitting the report, and date of submission.

(05 Marks) Questions

(05 Marks) Questions

Q. Different ways used in different cultures for welcome greetings

In the introduction you welcome your audience, tell your aim and provide a road map, capture their attention/interest, address them politely, and set the table. Tell your name and your companions' names, welcome them and thank them for inviting you. Next tell them the road map or the thesis statement. Word picture or a variety of openings can be used to capture their attention and interest, telling anecdote, giving names, dates, times, places, etc. Asking questions is a useful technique to involve the audience. Most presenters would agree that the opening part of a presentation is particularly important because it sets the tone for what is to come. The importance of a clear opening cannot be overstated. The audience will not understand stilted jargon and complex construction, so communication that is easy to understand should be used, assuming that your audience is laymen.

Q. write a note computer based test

Computer based tests (CBT) are tests that have been put on computers as opposed to traditional testing which use pen and paper. Advantages of CBT are that feedback is fast and accurate. This is ideal when large numbers of candidates are involved. It is easy to incorporate visuals and listening elements. CBT can be tailor-made for specific solutions, such as placement tests. Such tests are available on the company internet, besides being available commercially. Disadvantages are that these tests may not be exactly equivalent to a paper test. They might not give a true picture of learners' proficiency if test takers are not used to computers (e.g. handling a mouse). This will affect the results.

Q. 5 ways of teaching business English

i. Find out what students really want to achieve. ...
ii. Get a clear idea about the contexts in which learners use English. ...
iii. Be businesslike but keep energy levels high. ...
iv. Choose your materials wisely. ...
v. Be flexible and try to anticipate problems.

Q. Five points describe Teacher's role in Medical practice activities.

i. Listening in pairs to recorded medical talk and giving summary report to another pair
ii. Describing and interpreting tables and graphs
iii. Transposing data into visual form and explaining
iv. Writing abstracts
v. Giving mini talks

Q. Components of reverse resume?

- Identification
- Career Objectives
- Summary of Qualifications
- Employment
- Education
- Professional Skills

Q. Factors of cost analysis of long report?

- Profit and Loss
- Survey results
- Lab report results
- Warranties
- Maintenance

Q. Advantages of authentic material?

1. Authentic materials provide exposure to real language, for a reality level of business English.
2. Authentic materials drawn from periodicals are always up-to-date and constantly being updated.
3. Authentic materials relate more closely to learners ' needs and provide them with a source of up-to-date relevant materials for learning business English.

4. Authentic materials have a positive effect on learner motivation.
5. Authentic materials provide authentic cultural information.

Q. five medical practice activities

- Listening in pairs to recorded medical talk and giving summary report to another pair
- Describing and interpreting tables and graphs
- Transposing data into visual form and explaining
- Writing abstracts
- Giving mini talks

Q. Difference between summative and formative assessment

Summative evaluation is carried out at a pre-specified stage in a course (such as the end), and looks at whether or not the course objectives have been achieved, or how effective, or efficient the course was at achieving those objectives. A typical method is the use of tests, such as www.bookwidgets.co. The goal of summative assessment is to evaluate student learning at the end of an instructional unit by comparing it against some standard or benchmark. Summative assessments are often high stakes, which means that they have a high point value. Examples of summative assessments include a midterm examination, and a final project. Another example of summative assessments is a midterm examination or a final project.

Formative evaluation looks at what was good and not so good on a particular course, and forms a basis for change and future action. In other words, the aim is to make improvements. For example, an end-of-course questionnaire might ask participants to comment on the quality of the hotel used to run the course - adverse comments may result in the next course being run in a different hotel. Formative evaluation is kind of a snapshot of the learner. Observation is one of the most widely used methods of keeping track of the learners' progress in class. Teachers observe on a day to day basis, follow up with some kind of diagnostic feedback, either verbal/written, which alerts the learner to his/her strengths/weaknesses. In this way, observation is an important part of formative assessment. Other methods are keeping checklists, asking simple yes/no questions, or using a rating scale describing attainment.

Q. disadvantage of distance learning

The disadvantages of DE have been pointed out. The first one relates to the communication problems, in the delivery systems by which the content reaches the recipient. Competence in using computers can also be a disadvantage for learners who are not computer literate or don't have access to computers. Using the traditional post for DE can be unreliable and expensive. Sometimes it is difficult for learners to ask the teacher for help. DE programs take longer to setup, besides the infrastructure, the hiring specialists, and recordings of content takes time and effort. However, once that is achieved the rest is easy.

Another point is that learning takes place in isolation and the student is denied the advantage of learning from peers as in traditional classes. Assessment of learners' performance requires direct and specific answers and learners subjective knowledge cannot be displayed.

Q. How silence is viewed in Cliff cultures?

Culture can be analyzed by using a number of dimensions. Five areas are usually seen in differentiating culture. The first one looks into how silence is viewed in different cultures. In some cultures, silence is favored, e.g. in Finns and Asians. In others, it is viewed as a breakdown in conversation leading interlocutors to get uncomfortable in some and to endeavor to fill up the silence. In some societies, silence is important. It is a way to guard your individuality and ward against the fear of someone changing your opinion. This refers to a frequent conversational goal in Western societies for each person to check out his sense of reality (or point of view) against that of other people in the conversation. Part of this checking out may result in encouraging others to change their point of view which, in some cultures means a disrespect of other's rights

Q. illumination evaluations

Illuminative evaluation is designed to help us understand the teaching and learning processes within the course - typically this will look at issues like classroom interaction, or learning strategies used by the participants. Richards (2001) says that illuminative evaluation is employed to find out how different aspects of a program are implemented and this type of evaluation is one way to attain a deeper understanding of the process of teaching and learning that occurs in the program. Examples of illuminative evaluation that Richards provided are finding out the strategies for error correction teachers employ or the strategies students use to deal with different text types. Illuminative evaluation for classroom teachers can be an instrument designed to assess a specific language point or problem to have a better understanding about students' difficulty in acquiring it, so that appropriate actions can be made.

Q. language policy

Language policy is determined by ICAO and how much it is actually used has to be researched. The use of non-prescribed language, to clarify meaning, to carry our cooperative tasks, has to be seen in relation to safety remains an open question.

Obstacles to Successful English-Language Policies: One-language policies can have repercussions that decrease efficiency. Proper rollout mitigates the risks, but even well-considered plans can encounter pitfalls. The most common are that change always comes as a shock, employees resist and performance suffers. Steps that companies can take to manage English-only policies include involving all employees, using managers as referees and enforcers, and to take responsibility for ensuring compliance.

Q. Traditional distance education.

Traditionally, Distance Education is paper based. Material, examinations, and assessments, and assignments use paper materials and tutor interaction with students. Most go by the name of The Open University. In Pakistan, the AIOU (Allama Iqbal Open University) and the VU (Virtual University) are the two universities which impart DE. Students are given a course pack for self-study on registration. Some DE institutions such as the Open University of Sri Lanka (OUSL) differ markedly from a conventional university in its mode of teaching, where the student on registration receives a course pack which is designed for self-study and self-learning. Students are therefore expected to work on their own responsibility. Assistance and guidance are provided by day school sessions which are held at regular intervals mostly on weekends. Typically, students will be expected to attend day school sessions, and also present themselves for the Continuous Assessment tests. It should also be noted that the program will

utilize audio-visual as well as print material. Most of the texts in literature and some of the topics in language/linguistics are supported by radio and TV programs.

Q. Effective resume

Effectiveness of CV depends on how well it conveys the content and information. The style depends on who is going to read it. The page layout and the format should be appropriate. The writer should choose an appropriate font sizes and style. Usually Times New Roman, Calibri, and Aerial are used in technical writing. One should avoid cursive styles. The font size should be between10-12, with headings in 14-16 size. Avoid using full sentences as three problems are associated with them. First, sentences beginning with the first person pronoun, 'I… which seems egocentric and become repetitious after sometimes. Furthermore, with full sentences, there are a variety of risks of grammatical errors which might occur. Lastly, sentences take a lot of space, making your C.V. longer than necessary.

Q. Different ways used in different cultures for welcome greetings

In the introduction you welcome your audience, tell your aim and provide a road map, capture their attention/interest, address them politely, and set the table. Tell your name and your companions' names, welcome them and thank them for inviting you. Next tell them the road map or the thesis statement. Word picture or a variety of openings can be used to capture their attention and interest, telling anecdote, giving names, dates, times, places, etc. Asking questions is a useful technique to involve the audience. Most presenters would agree that the opening part of a presentation is particularly important because it sets the tone for what is to come. The importance of a clear opening cannot be overstated. The audience will not understand stilted jargon and complex construction, so communication that is easy to understand should be used, assuming that your audience is laymen.

Q. Elaborate ELP,EALP,EGLP,EOLP OR acronym of ELP AND EALP

- ELP: English for Legal Purposes
- EALP: English for Academic and Legal Purposes
- EGLP: English for General Legal Purposes
- EOLP : English for Legal Occupations Purposes

Q. Five factors of future manger will have to communicate.

1. **Planning**: It includes establishing goals and standards, developing plans, and rules and procedures and forecasting future.
2. **Organizing**: Delegating/assigning tasks, establishing channels of authority, coordinating work of management teams
3. **Staffing:** Deciding what type of people should be hired, setting performance standards, evaluating performance
4. **Leading:** Getting others to get the job done, motivating
5. **Controlling:** Setting standards, checking actual performance against standards, taking corrective action as needed

Q. Enlist the criteria need....writing memos

Important and routine means of communication in business is the memorandum, memo in short. It is for communication within the company and addresses a wider audience, who might be receiving complimentary copies. Memos are flexible and are written for a wide range of purposes. They serve the purposes of vertically communication, addressing individuals up in the management and down to subordinates, as well as laterally, to co-workers. Although emails are overtaking memos but memos are still important for the following reasons:

- Can access those are working in the field.
- Not all companies have access to email. They have to rely on hard documentation.
- Some unions demand hard copies, pasted on offices, tea rooms, etc. Even employees' initials are required so to ensure that the information has been read.
- Some information cannot be sent electronically, e.g. cancelled checks.
- Easy to disregard emails, as we get so many spams that we delete without seeing them.

Q. 5 points which organization of report consists of

- Identification lines
- Headings and talking headings
- Introduction
- Discussion
- Conclusion/Recommendations

Q. 5 strategy and considerations to keep in mind during the course:

- Teach students about online learning and help them to connect materials with their own personal learning styles.
- Promote active learning techniques and relate the subject matter to students' interests and experiences.
- Develop relationships with students and encourage social interaction between students.
- Encourage the exchange of ideas, arguments and perspectives among students to facilitate the development of a community of learners.
- Promote collaborative learning and model good participation; if needed, redirect the discussion, if headed in the wrong direction.

Q. Long formal report

When a topic is too large and complex, a longer report and more formality are required. Research is required about the personnel/employee, the expenditure, schedules, equipment or training. Long reports are not simply extensions of short reports. They require more time, money, resources and research. They have more scope and impact, for example, if there is a proposed company merger or the global expansion of a company, a longer report needs to be written. Reports can do the following:

- Inform
- Analyze
- Recommend

Q. Corrective feedback of distance education

corrective feedback should be:

- Timely
- **Effective**: helps in remedial work, bonds tutor and learner.
- Regular
- **Sufficient:** Informative, suggesting improvements
- Meaningful and well-planned.

Q. what meant by term face of politeness

'Face of Politeness' is a technical term meaning attention paid to the self-respect of addressee and ultimately of oneself. It is about meeting a person's 'face needs' for self-respect. Not all cultures have the same idea about appropriate ways to meet face needs.

Everyone has two faces that need attention, a person's positive face and a person's negative face. A person's positive face is one's need to have self-worth recognized. The way to preserve someone's positive face is by paying positive attention to that person. In some cultures, positive attention can be such conversational moves as complimenting a person on his or her appearance or achievements. Another way is to use language that builds solidarity with that person (e.g. remembering the person's name, using "we" to include the person in your group).

Q. Five factors that contributes to cognitive workload

1. **Length of the interaction**: Traffic controllers provide a load of information in a single turn to balance approaching and departing flights, giving instructions about level, directions, clearing, position, etc.
2. **Prosodic features**: of language pose problems of comprehension in radio communication for both native and non-native English speaking pilots. Neutral prosodic contours and rapid delivery typically used by controllers may contribute to comprehension problems in radio communication for non-Anglophone pilots.
3. **Code switching**: A linguistic feature often related to cognitive workload is code - switching. Under normal flight conditions, code - switching may be an intentional interactional strategy. Greetings, signoffs and expressions of gratitude are often given in the presumed language of the interlocutor, establishing a friendly conversational tone. In emergency contexts, code- switching appears to be a less intentional result of cognitive workload. Cookson (2009) discusses how code - switching may have contributed to the well - known collision of two aircrafts.
4. **Politeness markers**: are discouraged in aviation English. They have a negative effect on pilot – pilot and pilot – controller communication.
5. **Hierarchical relationship**: impact interactional features. More work needs to be done to elaborate the linguistic strategies that pilots and controllers can use to maintain communication under stress. In normal situations, junior co-pilots' speech, is marked by indirect statements, e.g. in a warning. The pilot misinterprets and misunderstands the indirect warning.

Q. five point about aviation

Aviation English is the de facto language of civil aviation which is called Radiotelephony; it is a specialized communication between pilots and air traffic controllers, and other personnel associated with

the aviation industry, like flight attendants, crew, mechanics and engineers. The difference with other forms of communication is that radiotelephony is carried out over radio frequencies and there is no faceto-face communication between the interlocutors. It is a hybrid language - a combination of a restricted, specialized, technical language and conventional English /other languages.

Q. Two point abt introduction of report

Introductions provide an overview of the report. The subdivisions can be purpose which includes the topic sentence, the rationale and the subject matter, personal or the others who are involved and the dates, the time period covered by it.

An introduction satisfies multiple and future readers. Reports are filed because they provide a document for future reference as people tend to forget things. Also it provides information to those who are not familiar with the subject matter. The discussion is the largest part of the report and it requires development of the concepts of the summarized topics, activities, problems encountered, cost of equipment, warranty information, etc.

Q. traditional and electronic media in class

The difference between traditional media or electronic media is basically the physical gap between learner and instructor in distance education, where classes (live or pre-taped) are delivered to students in their home, office, or classroom. It is used in higher education, continuing education and business. Various types of media can be used to help bridge the gap, including both traditional paperbased and electronic media.

Q. disadvantages of authentic material

Authentic texts often contain difficult language, unneeded vocabulary items and complex language structures, which causes a burden for the teacher in lower-level classes. Some argue that authentic materials may be too culturally biased and too many structures are mixed, causing lower levels to have a hard time decoding the texts. The solution might be for teachers to decide when and how to introduce authentic materials taking into account especially the students' level of English.

Q. Task Based Test

The task-based approach in language teaching aims at providing opportunities for learners to experiment with and to explore both spoken and written language through learning activities which are designed to engage learners in the authentic, practical and functional use of language for meaningful purposes. Task-based assessments are therefore designed to reflect real-life situations. They focus on performance and language. Performance is assessed using criteria which are worked out beforehand. It is critical that the task designer knows the actual use of language in the target situation from the test taker perspective. Who are the people he/she has to deal with? This takes care of the intercultural aspect. The tasks need to reflect real life situations. For example, if people need to be given presentations, students can be asked to give one. The learner can be assessed according to the needs of the target situation.

Q. Write a note on the question of letter inquiry?

Letter of inquiry is written to give information about degree, requirements, costs, deadlines. The writer has to be specific and concise and has to clarify intent, rationale in the introduction. The main text should satisfy the specific needs of the reader. The conclusion should again specify what action or response is expected by the writer from the reader. A transmittal letter gives information to clients, vendors and tells upfront what they are receiving, helping to focus readers' attention on important things. It is a reader friendly gesture to readers on the part of the writer.

Q. Advantages of distance learning?5marks

The most important advantage of distance learning as compared to traditional forms of learning is the flexibility which is present in DE. The communication follows a delayed-time format, as in an email, a video, and a web page, as well as real-time interactive, a phone call, and a message, etc. The cost involved in DE is much cheaper than formal, traditional courses. The buildings and rooms which are required in formal education makes it very much dependent on an infrastructure, whereas in DE beyond the initial investment in technology, there are no recurring costs.

Materials and resources are electronically delivered and can be reused for subsequent teaching. Faculty hiring is at the lowest. There is a freedom to divert from Lock Step Approach. Learners' own goals are paramount, what they choose to study and when to study. Learning is more self-directed and autonomous. Teachers get more preparation time and are exempted from giving replies to students' questions there and then.

Q. role of teachers in distance education

Although the learner is autonomous in a DE program, the role of the teacher remains the same - to provide guidance and support necessary for successful learning and to contribute in the designing of materials. One way to do this is to develop written wrap-around materials, which are normally short written texts designed to provide the support normally provided by the teacher's F2F instructions. Wraparound materials are normally written in a conversational style, and often include anecdotes. Their role can be to provide motivation, point out options available to the learner give guidance as to what is important and what is less important, and offer study skills tips. They may even be written in the learner's own language.

Q. How e learning offers some advantage over traditional paper based material

E-learning offers some advantages over more traditional paper-based materials, even when they are supplemented by audio and video tape. Firstly, e-learning is now fairly common in many companies; it has a professional and modern feel to it which is attractive to some managers, it uses technology which is normally already in place, and it can be designed to provide managers with feedback on what the learners are doing. In some companies, language learning is just one of several training services offered online.

Q. Flowerdew (2005) has given four foci of investigation,English for Research Publication Purposes (ERPP).what are these four foci involve?

- Finding out what apprentice and/or experienced writers think about the process of writing for publication;
- Finding out what goes on in their minds when they are writing;

- Analyzing the different versions of texts written by scholarly writers; and
- Obtaining and analyzing peer evaluation in the form of editors ' and reviewers' reports and soliciting evaluations of manuscripts by specialist informants.

Q. 5 guidelines for data collection

- Come prepared - research subject matter
- Prepare survey questions with quantifiable answers
- Thank respondents
- Ask permission to use their responses
- Helps to substantiate your long report and gives support to your recommendations

Q. Importance of telephone

There is an ease of use, as no technical expertise is required. It is much more cost effective than any other means of communication. This is particularly true in in-company situations where the teacher is often the first line of support for finding the right word, or for clarifying the concepts. Teachers and learners may use the telephone to discuss assignments, plans, or learning themes which are causing problems. Teachers and learners may use the telephone to discuss customers' needs, assignments, plans, and learning themes which are causing problems, as well as for feedback. Using the telephone in this way provides an excellent way to create the interaction which is so necessary for effective language learning. The communication here happens synchronously as interaction is in real time. Furthermore, it gives learning opportunities through an authentic use of language where teachers and learners can access company intranet, and the authentic materials can be availed. DE through telephone is widely practiced, although mobile communication is also catching up. Its SMS feature can be used for continuing education and distance education. In mobile technology, the use of text messaging - SMS is growing every month. Its rapid growth is generating substantial commercial applications and research interest now-a-days. The mobiles SMS service along with a live telecast can be used to create 'almost' an ideal classroom situation.