

BA/BCOM/BSC First Year Under Graduate
(Semester I)

(Compulsory English)

Course Code: HENGAEC1101

Ability Enhancement Course (AEC)

DEVELOPING SPOKEN COMMUNICATION

Study Notes for Students

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Course Structure

This section gives you a complete picture of the course — how many hours you will study, how you will be tested, and what you are expected to learn by the end of the semester.

1. Teaching Scheme

Course Code	Course Name (Paper Title)	Teaching (Hrs/Week)	Credits Assigned
HENGAEC1101	Developing Spoken Communication (Compulsory English)	02	02

2. Examination Scheme

The course is evaluated using two components: Continuous Assessment (CA), which is 40% of the total marks, and the End Semester Examination (ESE), which is 60% of the total marks.

Course Code	Course Name	CA	ESE	Total	ESE Time
HENGAEC1101	Developing Spoken Communication (Compulsory English)	20	30	50	1.5 Hrs

3. Course Objectives

By studying this course, you are expected to achieve the following objectives:

- To develop basic spoken skills such as introducing yourself and others, asking questions, and giving information.
- To enable you to speak confidently and correctly in different real-life situations.

4. Course Outcomes

After completing this course, you (the learner) will be able to:

- Introduce yourself and others, ask questions politely, and give information clearly.
- Speak in English confidently in a variety of everyday and formal situations.

5. Curriculum Details (Module-wise Distribution of Hours)

Module	Name of the Module	Hours Required
1	Introduction to Spoken English	05
2	Preparing the Basics of Spoken Communication	10
3	Hosting a Formal Function	10
4	Developing Conversation in Different Situations	10
	Total	30

6. Prescribed Text

Textbook prepared by the University (as prescribed by your college/department).

7. Guidelines for Course Assessment***(a) Continuous Assessment (CA): 20 Marks (40% of Maximum Marks)***

Component	Marks
Class Test	10 Marks
Assignment / Presentation / Viva / Quiz / Open Book, etc.	6 Marks
Attendance	4 Marks
Total	20 Marks

(b) End Semester Assessment (ESE): 30 Marks (60% of Maximum Marks)

The End Semester Examination carries 30 marks and is conducted for a duration of 1.5 hours.

Paper Pattern for ESE

- Q.1 Write Short Notes (five sub-questions). This is a compulsory question based on the entire syllabus — 10 marks.
- Attempt any 2 questions out of Q.2 to Q.5.
- Q.2 Question on Module 1 — 10 marks.
- Q.3 Question on Module 2 — 10 marks.
- Q.4 Question on Module 3 — 10 marks.
- Q.5 Question on Module 4 — 10 marks.

Module 1: Introduction to Spoken English (5 Hours)

This module builds your foundation. Before you learn how to speak in specific situations, you need to understand what communication actually is, why speaking well matters, what makes spoken communication special, and how your body "speaks" along with your mouth.

1.1 Communication: Meaning and Types

What is Communication?

Communication is the process of sharing information, ideas, thoughts, or feelings between two or more people. The word "communication" comes from the Latin word "communicare," which means "to share" or "to make common." In simple words, communication happens when a message travels from a sender to a receiver, and the receiver understands the message in the way it was intended.

Every act of communication has some basic elements:

1. Sender: The person who starts the communication by sending a message.
2. Message: The information, idea, or feeling that is being shared.
3. Channel/Medium: The way the message travels — for example, speech, writing, gestures, or a phone call.
4. Receiver: The person who receives and understands the message.
5. Feedback: The response given by the receiver, which tells the sender whether the message was understood correctly.
6. Noise: Anything that disturbs or blocks the message from being understood properly, such as background sound, poor network, or confusing language.

Communication is successful only when the receiver understands the message in the same way the sender meant it. If there is a gap between what was said and what was understood, we call this a "communication gap" or "communication breakdown."

Types of Communication

Communication can be divided into different types based on the medium used and the number of people involved.

(A) On the Basis of Medium

- Verbal Communication: This uses words, either spoken or written, to share a message. It is further divided into:
 - Oral/Spoken Communication: Talking face-to-face, over the phone, in meetings, interviews, or presentations.
 - Written Communication: Letters, emails, reports, text messages, notices, and articles.
- Non-Verbal Communication: This does not use words. It includes facial expressions, gestures, posture, eye contact, and tone of voice.
- Visual Communication: This uses pictures, charts, graphs, maps, signs, and symbols to convey information.

(B) On the Basis of Number of People / Direction

- Intrapersonal Communication: Communication that happens within oneself, such as thinking, self-talk, or planning what to say.
- Interpersonal Communication: Communication between two or more individuals, such as a conversation between friends.
- Group Communication: Communication that takes place within a small group of people, such as a class discussion or a team meeting.
- Mass Communication: Communication that reaches a very large audience through television, radio, newspapers, or the internet.

(C) On the Basis of Style and Purpose

- Formal Communication: Follows official rules and structure, such as communication in offices, colleges, or during formal functions.
- Informal Communication: Casual and relaxed communication used with friends and family, without following strict rules.

Example:

When a teacher explains a topic in class (sender: teacher, message: the lesson, channel: speech, receiver: students), and students nod or ask questions (feedback), this is a complete cycle of communication.

1.2 Importance of Spoken Communication

Among all the different types of communication, spoken (oral) communication is one of the most powerful and widely used forms because it is quick, direct, and allows immediate feedback. As a first-year college student, developing your spoken English skills will help you in many areas of life.

Why Spoken Communication is Important

- Builds Confidence: Speaking clearly and correctly in front of others increases your self-confidence.
- Helps in Academics: Classroom discussions, seminars, viva-voce examinations, and group projects all require good speaking skills.
- Essential for Careers: Job interviews, workplace meetings, client interactions, and presentations depend heavily on spoken communication.
- Saves Time: Unlike written communication, spoken communication allows instant exchange of ideas and quick clarification of doubts.
- Builds Relationships: Good conversational skills help you make friends, work well in teams, and build strong personal and professional relationships.
- Provides Immediate Feedback: You can immediately know whether the other person has understood you, through their questions, expressions, or replies.
- Reflects Personality: The way a person speaks often reflects their education, confidence, and personality.
- Helps in Social Situations: From ordering food at a restaurant to attending a formal event, spoken communication is needed everywhere in daily life.

1.3 Aspects of Spoken Communication

Spoken communication is not just about words. It has several important aspects that together make speech effective and clear. As a learner, you should pay attention to each of these aspects.

Key Aspects

- Pronunciation: Saying words correctly and clearly so that listeners can understand you without confusion.
- Fluency: Speaking smoothly and naturally, without too many pauses, repetitions, or hesitations.
- Vocabulary: Using the right and sufficient number of words to express your ideas clearly.
- Grammar: Using correct sentence structures so that your speech makes proper sense.
- Voice Modulation: Changing the pitch, tone, speed, and volume of your voice to keep the listener interested and to express emotions properly.
- Clarity: Speaking in a way that is easy to hear and easy to understand, avoiding mumbling or speaking too fast.
- Listening Skills: Good spoken communication is a two-way process; you must also listen carefully to respond appropriately.
- Confidence: Believing in what you are saying and delivering it without unnecessary fear or nervousness.
- Appropriateness: Choosing the right words and tone depending on the situation — formal, informal, professional, or casual.
- Body Language: Non-verbal signals like gestures and facial expressions that support and strengthen your spoken words.

Barriers to Effective Spoken Communication

Sometimes spoken communication fails because of certain barriers. Being aware of them helps you avoid these mistakes:

- Language barriers (using difficult or unfamiliar words)
- Poor pronunciation or unclear speech
- Speaking too fast or too softly
- Lack of confidence or excessive nervousness
- Cultural differences and misunderstandings
- Physical noise or distractions in the surroundings
- Negative body language, such as avoiding eye contact

1.4 Body Language

Body language is a form of non-verbal communication in which physical behaviours — rather than words — are used to express or convey information. It includes facial expressions, gestures, posture, eye contact, and even the distance you maintain from the listener. Research shows that a large part of our communication is understood through body language and tone of voice, not just through the words we use.

Elements of Body Language

- Facial Expressions: Your face shows emotions such as happiness, anger, surprise, or confusion. A genuine smile creates a positive impression.
- Eye Contact: Looking at the listener while speaking shows confidence and sincerity. Avoiding eye contact may be seen as a lack of confidence or honesty.
- Gestures: Hand and arm movements can be used to emphasise a point, but too many or unnecessary gestures can be distracting.
- Posture: Standing or sitting straight shows confidence, while slouching may give an impression of laziness or disinterest.
- Proxemics (Personal Space): The physical distance you maintain from another person while speaking; this varies with the relationship and the situation.
- Touch (Haptics): A handshake, for example, is a common form of touch used in formal greetings.
- Appearance: Clothing and grooming also communicate something about a person, especially in formal situations.
- Tone and Pace of Voice: Although related to speech, the tone, pitch, and speed of your voice are often studied along with body language, because they add emotional meaning to your words.

Why Body Language Matters

Body language supports and strengthens what you say. Sometimes, if your words and your body language do not match — for example, saying "I am fine" while frowning — the listener may trust the body language more than the words. This is why, along with practising what to say, you must also practise how you stand, look, and gesture while speaking.

Practice Tip:

Stand in front of a mirror and practise introducing yourself. Notice your posture, facial expression, and eye contact. Small improvements in body language can make a big difference in how confident you appear.

Module 1 Summary

Communication is the sharing of a message between a sender and a receiver, and it can be verbal, non-verbal, or visual. Spoken communication is especially important for academic success, career growth, and building relationships. Effective spoken communication depends on several aspects such as pronunciation, fluency, vocabulary, grammar, and voice modulation. Finally, body language — including facial expressions, eye contact, gestures, and posture — plays a powerful supporting role in making your spoken communication effective.

Practice Exercises: Module 1

A. Answer in one or two sentences

7. Define communication in your own words.
8. Name any four types of communication.
9. What is the difference between verbal and non-verbal communication?
10. Give two reasons why spoken communication is important for a college student.

11. List any four aspects of spoken communication.
12. What is body language? Give two examples.
13. Name any three barriers to effective spoken communication.

B. Fill in the blanks

- _____ communication uses words, either spoken or written.
- The person who receives the message is called the _____.
- _____ is the process of sharing information between two or more people.
- Standing straight while speaking shows good _____.
- A _____ is anything that disturbs or blocks a message from being understood.

C. Practical activity

In pairs, take turns to introduce yourselves to your partner using only body language (no words). Then discuss what messages were understood correctly and what messages were misunderstood. This activity will help you appreciate the power of non-verbal communication.

Module 2: Preparing the Basics of Spoken Communication

This module helps you build the basic building blocks of everyday spoken English: introducing yourself and others, asking questions correctly, using imperative sentences (giving orders/requests), and using exclamations to express emotion.

2.1 Introducing

Introducing is one of the very first speaking skills we use in daily life. Whether you are meeting someone for the first time, starting a presentation, or attending an interview, you need to introduce yourself or someone else politely and clearly.

Types of Introduction

- Self-Introduction: Introducing yourself to another person or a group of people.
- Introducing Others: Introducing one person to another, or one person to a group.

Points to Remember While Introducing Yourself

14. Greet the person first (e.g., "Good morning," "Hello," "Hi").
15. State your name clearly.
16. Give relevant information such as your course, college, hometown, or interests, depending on the situation.
17. Keep eye contact and smile naturally.
18. Keep the introduction short and relevant to the situation (formal introductions are usually more detailed than informal ones).

Structure of a Formal Self-Introduction

- Greeting: "Good morning, everyone."
- Name: "My name is Rahul Sharma."
- Background: "I am a first-year student of B.A. at XYZ College."
- Additional details: hobbies, interests, hometown, or purpose of introduction.
- Closing: "Thank you for the opportunity to introduce myself."

Example — Formal Self-Introduction:

"Good morning, everyone. My name is Priya Nair. I am a first-year student pursuing a Bachelor of Commerce degree at this college. I come from Pune, and I am interested in reading and public speaking. Thank you."

Example — Informal Self-Introduction:

"Hi, I am Aman. I just joined this class. I love cricket and music. Nice to meet you!"

Introducing Others

When you introduce one person to another, you should mention the name and some useful information about the person, and, if possible, mention something common between the two people who are being introduced.

Example:

"I would like to introduce my friend, Sneha. She is also studying B.Sc. in this college and she is very good at painting."

"Sir, this is Mr. Verma, our new class representative."

Common Expressions Used While Introducing

Situation	Useful Expression
Greeting someone new	Hello / Hi / Good morning / Good afternoon
Giving your name	My name is... / I am...
Asking someone their name	May I know your name? / What is your name?
Introducing another person	This is... / I would like to introduce...
Responding to an introduction	Nice to meet you / Pleased to meet you / Glad to meet you

2.2 Asking Questions

Asking questions is an essential speaking skill. It helps you gather information, clear doubts, and keep a conversation going. In English, questions are generally divided into different types based on their structure and the kind of answer they expect.

Types of Questions

- **Yes/No Questions:** These questions can be answered with "Yes" or "No." They usually begin with an auxiliary verb (is, are, do, does, can, will, have, etc.). Example: "Are you a first-year student?"
- **Wh- Questions:** These questions begin with question words such as What, Where, When, Why, Who, Which, and How, and they ask for specific information. Example: "Where do you live?"
- **Choice Questions:** These questions give the listener a choice between two or more options. Example: "Would you like tea or coffee?"
- **Tag Questions:** A short question added at the end of a statement, often to confirm information. Example: "You are coming to the seminar, aren't you?"

Wh- Question Words and Their Uses

Question Word	Used to Ask About	Example
What	Things, actions, information	What is your name?
Where	Place	Where do you study?
When	Time	When is your exam?
Why	Reason	Why are you late?
Who	Person	Who is your class teacher?
Which	Choice among options	Which subject do you like?
How	Manner, condition, quantity	How are you feeling today?
Whose	Possession	Whose book is this?

Rules for Forming Questions

19. For Yes/No questions, place the auxiliary verb (is, are, do, does, can, will, etc.) before the subject. Example: "She is coming." → "Is she coming?"
20. For Wh- questions, place the question word first, followed by the auxiliary verb and then the subject. Example: "Where is she going?"
21. Always end a question with a question mark (?) in writing, and use a rising or falling tone appropriately while speaking.
22. Be polite while asking questions, especially to strangers or elders; use words like "please," "could you," or "would you mind."

Polite Ways of Asking Questions***Examples:***

"Could you please tell me the way to the library?"

"Would you mind repeating that, please?"

"May I ask you a question?"

"Do you know what time the class starts?"

2.3 Using Imperative Sentences

An imperative sentence is a sentence that gives an order, makes a request, gives advice, or provides instructions. Unlike statements, imperative sentences usually do not have a visible subject; the subject "you" is understood.

Uses of Imperative Sentences

- Giving Orders/Commands: "Close the door."
- Making Requests: "Please pass the salt."
- Giving Advice: "Drink plenty of water in summer."
- Giving Instructions/Directions: "Turn left at the signal."
- Giving Warnings: "Be careful! The floor is wet."
- Making Suggestions: "Let's go for a walk."
- Granting Permission: "Come in."

Structure of Imperative Sentences

Imperative sentences usually begin with the base form of the verb (the first form, without "to"). To make them polite, we often add "please" at the beginning or end.

Examples:

"Sit down." (order)

"Please sit down." (polite request)

"Do not touch that wire." (warning/negative imperative)

"Kindly submit your assignment by Friday." (formal request)

Negative Imperative Sentences

To make a negative imperative sentence, we add "Do not" or "Don't" before the base verb.

Examples:

"Don't make noise in the library."

"Do not switch off the fan."

2.4 Using Exclamations

An exclamatory sentence expresses strong or sudden feelings, such as joy, surprise, anger, sorrow, or excitement. Exclamatory sentences end with an exclamation mark (!) in writing, and while speaking, they are said with a change in tone, stress, and intensity.

Common Exclamatory Words and Phrases

Feeling Expressed	Example Exclamation
Joy/Happiness	What a wonderful day!
Surprise	Wow! I did not expect that!
Pain	Ouch! That hurts!
Anger	How dare you!
Relief	Thank God, we made it on time!
Sorrow	Alas! The poor man lost everything!
Admiration	What a beautiful painting!

Structures Used to Form Exclamatory Sentences

- Using "What": "What a lovely garden!" (Structure: What + a/an + adjective + noun!)
- Using "How": "How beautiful the sunset is!" (Structure: How + adjective/adverb + subject + verb!)
- Using interjections: Words like "Wow!", "Oh!", "Alas!", "Hurray!", and "Ouch!" are short exclamations used by themselves to express sudden emotion.

Why Exclamations Matter in Spoken Communication

Using exclamations naturally, along with the right tone of voice and facial expression, makes your speech more lively, expressive, and natural. Without such expressions, spoken English can sound flat and mechanical.

Module 2 Summary

This module focused on four essential building blocks of spoken English: introducing yourself and others politely, asking Yes/No and Wh- questions correctly and politely, using imperative sentences for orders, requests, and instructions, and using exclamatory sentences to express strong feelings naturally. Mastering these basics will prepare you for more advanced situations covered in the next modules.

Practice Exercises: Module 2

A. Answer in one or two sentences

23. Write a short formal self-introduction for a college seminar.
24. What is the difference between a Yes/No question and a Wh- question?
25. Give two examples of polite ways to ask a question.
26. What is an imperative sentence? Give one example each of a request and a warning.
27. How do we form a negative imperative sentence? Give an example.
28. What is an exclamatory sentence? Give two examples showing different emotions.

B. Rewrite the following as instructed

- Change into a question: "She is going to the library." (Yes/No question)
- Change into a question: "He lives in Delhi." (Wh- question using "Where")
- Change into an imperative sentence: "I request you to close the window."
- Change into an exclamatory sentence: "The view was very beautiful." (using "What")
- Make the following polite: "Give me your pen."

C. Practical activity

Prepare a one-minute formal self-introduction and present it to your classmates. Ask at least two classmates two Wh- questions and two Yes/No questions about their introduction, and note down their answers.

Module 3: Hosting a Formal Function (10 Hours)

This module trains you for one of the most valuable public speaking skills: managing and speaking at a formal event. You will learn about the essentials of formal functions, the art of compering (hosting), delivering a welcome speech, and proposing a vote of thanks.

3.1 Essentials of a Formal Function

A formal function is an official or organised event such as a college seminar, annual day, prize distribution ceremony, workshop, or guest lecture. Such events require careful planning and a certain level of formality in both language and behaviour.

Key Elements of a Formal Function

- **Purpose:** Every formal function has a clear purpose or objective, such as celebrating an achievement, welcoming a guest, or spreading awareness on a topic.
- **Programme Schedule:** A formal function follows a planned sequence of events, usually written down as an agenda or programme.
- **Dignitaries and Guests:** Formal functions often include chief guests, guests of honour, and other important people who need to be welcomed and addressed properly.
- **Comper/Host:** A person (or a pair of people) who introduces the programme, guides the audience through each event, and keeps the function running smoothly.
- **Formal Language:** Polite, respectful, and grammatically correct language is used throughout the event.
- **Appropriate Dress Code and Behaviour:** Participants and organisers are expected to dress and behave formally.
- **Speeches:** Formal functions usually include a welcome speech, a keynote or main speech, and a vote of thanks.

Typical Order of Events in a Formal Function

29. Arrival and seating of the chief guest and other dignitaries
30. Lighting of the lamp or an inaugural ritual (if applicable)
31. Welcome speech
32. Introduction of the chief guest/speaker
33. Main address or speech by the chief guest
34. Other programme items (performances, prize distribution, etc.)
35. Vote of thanks
36. National anthem (if applicable) and closing of the event

Qualities Needed to Manage a Formal Function Well

- Good planning and time management
- Clear and confident speaking voice
- Politeness and respect towards all guests
- Ability to handle unexpected situations calmly
- Good knowledge of the programme and the people involved

3.2 Compering

Compering means hosting or anchoring an event. A compere (also spelt "compère") is the master of ceremonies (MC) who introduces the programme, welcomes guests, announces each item on the agenda, and ensures smooth transitions from one part of the event to another.

Role and Responsibilities of a Compere

- Welcoming the audience and the guests at the beginning of the event.
- Introducing the chief guest, other dignitaries, and speakers.
- Announcing each item of the programme in the correct order.
- Keeping the audience engaged and interested throughout the event.
- Managing time so that the event does not run too long or too short.
- Handling unexpected situations, such as a delay or a technical problem, calmly and smoothly.
- Thanking performers, guests, and speakers after each segment.
- Announcing the vote of thanks and closing the event formally.

Qualities of a Good Compere

- Confident and pleasant voice
- Good command over language
- Presence of mind to handle sudden changes
- Politeness and warmth towards the audience
- Good sense of humour, used appropriately
- Neat appearance and positive body language

Useful Expressions for Compering

Opening the event:

"Good morning/afternoon/evening, respected dignitaries, teachers, and my dear friends. A very warm welcome to all of you on this special occasion."

Introducing a guest or speaker:

"It is now my pleasure to invite our chief guest, Dr. Mehta, to share a few words with us."

Moving to the next item:

"Thank you, Sir, for those inspiring words. We now move on to our next item on the agenda."

Closing the programme:

"With this, we come to the end of today's programme. Thank you all for your presence and participation."

3.3 Delivering a Welcome Speech

A welcome speech is delivered at the beginning of a formal function to greet the audience and the guests and to briefly introduce the purpose of the event.

Purpose of a Welcome Speech

- To greet and welcome all the guests, dignitaries, and audience members.
- To create a warm and positive atmosphere at the start of the event.
- To briefly explain the purpose and importance of the event.
- To introduce the chief guest or special guests, if not done separately.

Structure of a Welcome Speech

37. Greeting: Begin by greeting the audience and dignitaries respectfully (e.g., "Respected Principal, esteemed faculty members, and dear friends...").
38. Warm Welcome: Formally welcome everyone present to the event.
39. Purpose of the Event: Briefly explain why the event is being held.
40. Introduction of Guests: Mention the names and designations of important guests, if required.
41. Closing Line: End with a positive note, expressing hope that the event will be enjoyable, informative, or successful.

Example — Short Welcome Speech:

"Respected Principal, honoured guests, teachers, and my dear friends, good morning to all of you. On behalf of the entire college, I extend a very warm welcome to each one of you present here today. We have gathered here to celebrate our Annual Day, a day that marks

the achievements of our students over the past year. I once again welcome our chief guest, Mrs. Kapoor, and hope this event will be a memorable one for all of us."

Points to Remember While Delivering a Welcome Speech

- Keep it short, warm, and sincere.
- Use respectful titles while addressing guests (Dr., Mr., Mrs., Professor, etc.).
- Maintain a pleasant tone and confident body language.
- Do not forget to mention the purpose of the function.

3.4 Proposing a Vote of Thanks

A vote of thanks is delivered at the end of a formal function to formally thank everyone who contributed to making the event successful — the chief guest, other dignitaries, organisers, participants, and the audience.

Purpose of a Vote of Thanks

- To formally thank all the people who helped make the event a success.
- To acknowledge the contribution of guests, speakers, organisers, and volunteers.
- To bring the event to a polite and formal close.

Structure of a Vote of Thanks

42. Greeting: Begin with a brief greeting to the audience.
43. Thanking the Chief Guest: Specifically thank the chief guest for their presence and their speech/contribution.
44. Thanking Other Dignitaries: Thank other important guests, faculty, or officials present.
45. Thanking Organisers and Volunteers: Acknowledge the efforts of the organising committee, staff, and volunteers.
46. Thanking the Audience: Thank the audience for their attendance, patience, and cooperation.
47. Closing Line: End with a polite closing statement.

Example — Short Vote of Thanks:

"On behalf of the organising committee, I would like to express my heartfelt gratitude to our chief guest, Mrs. Kapoor, for gracing this occasion with her presence and for her inspiring words. I also thank our Principal and faculty members for their constant support and guidance. My sincere thanks to all the volunteers and students who worked hard to make this event a success. Finally, I thank each one of you present here for your valuable time and cooperation. Thank you."

Points to Remember While Proposing a Vote of Thanks

- Do not forget to thank anyone important; this can be seen as impolite.
- Keep it brief and sincere, not repetitive or overly long.
- Mention names and designations correctly and respectfully.
- End on a warm, positive, and grateful note.

Module 3 Summary

A formal function requires careful planning and formal language. Compering involves hosting the event and guiding the audience smoothly through the programme. The welcome speech greets guests and states the purpose of the event, while the vote of thanks formally acknowledges everyone's contribution at the end. Together, these skills prepare you to confidently manage and speak at any formal occasion, whether in college or later in your career.

Practice Exercises: Module 3

A. Answer in one or two sentences

48. What is a formal function? Give two examples.
49. List any four responsibilities of a compere.
50. What is the purpose of a welcome speech?
51. Why is a vote of thanks delivered at the end of a function?
52. Name any three qualities of a good compere.
53. What is the usual order of events in a college formal function?

B. Short writing tasks

- Draft a two-minute welcome speech for your college's Annual Sports Day, welcoming the chief guest, Mr./Ms. [name], a well-known sportsperson.
- Draft a short vote of thanks for a guest lecture organised by your department.
- Write two compere lines to introduce the chief guest at a prize distribution ceremony.
- Write two compere lines to close a cultural programme at the end of the event.

C. Practical activity

In groups of four, organise a mock formal function in class. Assign roles — compere, one person delivering the welcome speech, one delivering the vote of thanks, and one acting as the chief guest. Perform this in front of the class and get feedback from your teacher and classmates.

Module 4: Developing Conversation in Different Situations

This module focuses on practical, everyday conversations that you are likely to have in real life — at a bank, at a railway station, at an airport, and over the telephone (both formal and informal). Learning the right expressions for these situations will help you communicate confidently outside the classroom.

4.1 Conversation in the Bank

Visiting a bank is a common activity, whether it is to open an account, deposit or withdraw money, or ask about a loan. Knowing the right vocabulary and expressions makes such visits smooth and efficient.

Useful Vocabulary

- Account, account number, passbook, cheque, cheque book, deposit, withdrawal
- ATM, debit card, credit card, PIN, net banking, mobile banking
- Fixed deposit, savings account, current account, loan, interest rate, EMI
- Bank statement, balance, transaction, branch, teller/cashier

Sample Conversation

At the bank counter:

Customer: Good morning. I would like to open a savings account.

Bank Staff: Good morning! Sure, could you please show me your Aadhaar card and PAN card?

Customer: Yes, here they are. What is the minimum balance required?

Bank Staff: The minimum balance required is one thousand rupees. Please fill out this form.

Customer: Thank you. How long will it take to get my passbook and debit card?

Bank Staff: You will receive your passbook today, and the debit card will be delivered within a week.

Customer: Thank you very much for your help.

Useful Expressions

- "I would like to open a savings/current account."
- "Could you tell me my account balance, please?"
- "I want to deposit/withdraw some money."
- "How can I apply for a debit card/cheque book?"
- "Could you help me fill out this form?"

4.2 Conversation at the Railway Station

Travelling by train is very common in India, and being able to ask for information, buy tickets, or seek help at a railway station is an important practical skill.

Useful Vocabulary

- Ticket counter, reservation, platform, waiting room, enquiry, timetable
- Coach, berth (upper/lower/middle), compartment, sleeper class, AC class
- Departure, arrival, delay, cancellation, refund, ticket collector (TC)

Sample Conversation

At the ticket counter/enquiry:

Passenger: Excuse me, could you tell me which platform the Mumbai Express leaves from?

Staff: It leaves from Platform Number 3.

Passenger: Thank you. Is the train running on time?

Staff: It is running about twenty minutes late today.

Passenger: I see. One more question — where can I find the waiting room?

Staff: It is right next to Platform 1, near the main entrance.

Passenger: Thank you so much for your help.

Useful Expressions

- "Could you tell me the platform number for the...train?"
- "Is the train on time, or is it delayed?"
- "Where is the reservation counter/enquiry office?"
- "I would like to book a ticket to..."
- "Excuse me, is this seat/berth vacant?"

4.3 Conversation at the Airport

Air travel requires clear communication at several stages — check-in, security, boarding, and baggage collection. Knowing the correct vocabulary helps you move through the airport confidently and without confusion.

Useful Vocabulary

- Check-in counter, boarding pass, baggage/luggage, security check, immigration
- Departure gate, boarding time, layover, connecting flight, boarding announcement
- Baggage claim, customs, cabin baggage, checked-in baggage

Sample Conversation

At the check-in counter:

Passenger: Good morning. Here is my ticket and ID proof.

Airline Staff: Good morning! May I know if you have any check-in baggage?

Passenger: Yes, one bag, and one cabin bag.

Airline Staff: Please place your bag on the scale... Thank you. Here is your boarding pass. Your boarding gate is Number 12, and boarding will begin at 9:30 a.m.

Passenger: Thank you. Could you tell me where the security check is?

Airline Staff: It is straight ahead, past the main hallway.

Passenger: Thank you very much.

Useful Expressions

- "Here is my ticket and ID proof."
- "Could you tell me my boarding gate number?"
- "What time does the boarding begin?"
- "Where can I collect my baggage after landing?"
- "Excuse me, where is the security check area?"

4.4 Telephonic Conversations (Formal and Informal)

Telephone conversations are different from face-to-face conversations because you cannot see the other person's face or body language. Therefore, your tone of voice, clarity, and choice of words become even more important. Telephone conversations can be broadly divided into formal and informal types.

General Structure of a Telephone Conversation

54. Greeting: Say hello and identify yourself.
55. Purpose: State the reason for the call.
56. Main Conversation: Exchange the necessary information.
57. Closing: Politely end the call with a suitable closing remark.

Formal Telephonic Conversation

Formal telephone conversations are used in official or professional settings, such as calling a college office, a company, or a customer care service. They require polite and correct language.

Example — Formal Call (calling a college office):

Receiver: Good morning, XYZ College office, how may I help you?

Caller: Good morning. My name is Rohan Deshmukh, and I am calling to enquire about the admission process for the B.Com programme.

Receiver: Sure, Rohan. The admission process starts from the fifteenth of this month. You can visit our website for the application form.

Caller: Thank you very much for the information.

Receiver: You are welcome. Have a nice day.

Caller: Thank you, you too. Goodbye.

Informal Telephonic Conversation

Informal telephone conversations take place with friends, classmates, or family members, and use a relaxed and casual tone.

Example — Informal Call (talking to a friend):

Caller: Hey Sam, it's Ria. What are you up to?

Sam: Hi Ria! Nothing much, just finishing my assignment. What's up?

Caller: I wanted to ask if you are coming to the college fest tomorrow.

Sam: Yes, definitely! What time should we meet?

Caller: Let's meet near the main gate at 10 a.m.

Sam: Sounds good. See you tomorrow!

Caller: See you! Bye.

Useful Expressions for Telephonic Conversations

Purpose	Useful Expression
Answering a call (formal)	"Good morning/afternoon, [Company/Office name], how may I help you?"
Introducing yourself on a call	"This is [Name] speaking." / "My name is..."
Asking to speak to someone	"Could I speak to Mr./Ms. ..., please?"
Asking someone to wait	"Could you please hold for a moment?"
When the line is bad	"I am sorry, the line is not clear. Could you repeat that, please?"
Ending a formal call	"Thank you for your time. Goodbye."
Ending an informal call	"Okay, talk to you later. Bye!"

Do's and Don'ts of Telephone Etiquette

- Do speak clearly and at a moderate pace.
- Do identify yourself at the beginning of the call.
- Do listen carefully and avoid interrupting the other person.
- Don't shout or speak too softly.
- Don't use very casual language in formal calls.
- Don't forget to end the call politely.

Module 4 Summary

This module covered four practical, everyday situations where good spoken English is essential: conversations in a bank, at a railway station, at an airport, and on the telephone. In each situation, using the right vocabulary, polite expressions, and a clear structure (greeting, purpose, main conversation, and closing) will help you communicate effectively and confidently.

Practice Exercises: Module 4

A. Answer in one or two sentences

58. List any four words related to bank vocabulary.
59. What questions would you ask at a railway enquiry counter?
60. What is a boarding pass? Where do you get it?
61. What is the difference between a formal and an informal telephone conversation?
62. List the four stages of a typical telephone conversation.
63. Name any three do's and three don'ts of telephone etiquette.

B. Role-play situations (practise in pairs)

- One student plays a bank employee and the other plays a customer who wants to apply for a cheque book.
- One student plays a railway enquiry staff member and the other plays a passenger asking about a delayed train.
- One student plays an airline check-in staff member and the other plays a passenger with excess baggage.
- One student makes a formal telephone call to a college office asking about examination results; the other plays the receiver.

- One student makes an informal telephone call to a friend, inviting them to a birthday party; the other plays the friend.

C. Practical activity

Choose any one of the four situations from this module (bank, railway station, airport, or telephone) and write out a complete conversation of at least eight to ten exchanges. Practise reading it aloud with a partner, paying attention to pronunciation, tone, and politeness.

Model Answers for Long Questions

The following model answers show you how to structure a complete answer for a 10-mark question from each module. Use these as a guide for your own writing style and organisation.

Model Answer: Module 1

Q. Explain the meaning and importance of spoken communication.

Communication is the process of sharing information, ideas, or feelings between a sender and a receiver so that both understand the message in the same way. Spoken communication, also called oral communication, is one of the most common and effective forms of communication because it allows for immediate, direct, and personal exchange of ideas.

Spoken communication is extremely important for a first-year college student for several reasons. First, it builds confidence — the more we practise speaking, the more comfortable we feel expressing our ideas in public. Second, it is essential for academic success, since classroom discussions, group projects, and viva-voce examinations all depend on how well we can express ourselves orally. Third, spoken communication is important for future careers, as job interviews, workplace meetings, and client interactions require strong speaking skills. Fourth, it helps build relationships, since good conversational skills help us make friends and work well with others in teams. Finally, spoken communication provides immediate feedback, allowing speakers to know at once whether their message has been understood, unlike written communication where feedback may be delayed.

In conclusion, spoken communication plays a central role in both our personal and professional lives, and developing this skill early, as first-year students, will benefit us throughout our academic and working careers.

Model Answer: Module 2

Q. Discuss the use of questions and imperative sentences in spoken English.

Questions and imperative sentences are two important tools used in everyday spoken English. A question is used to ask for information, and it is usually of two main types: Yes/No questions, which can be answered with a simple "yes" or "no" (for example, "Are you a first-year student?"), and Wh- questions, which begin with words like What, Where, When, Why, Who, Which, or How, and ask for specific information (for example, "Where do you live?"). Questions should be framed politely, especially with strangers or elders, using expressions such as "Could you please tell me..." or "Would you mind...".

An imperative sentence, on the other hand, is used to give an order, make a request, offer advice, or give instructions. Imperative sentences usually begin with the base form of the verb, and the subject "you" is understood rather than stated. For example, "Close the door" is a command, while

"Please close the door" is a polite request. Negative imperatives are formed by adding "Do not" or "Don't" before the verb, as in "Don't make noise in the library."

Both questions and imperative sentences are essential parts of daily conversation, whether we are gathering information, giving instructions, or making polite requests, and mastering their correct use greatly improves our spoken English.

Model Answer: Module 3

Q. Explain the role of a compere and the importance of a welcome speech and vote of thanks in a formal function.

A formal function, such as a college seminar or an annual day celebration, requires careful planning and smooth execution, and much of this responsibility falls on the compere, or master of ceremonies. The compere's role is to welcome the audience, introduce guests and speakers, announce each item of the programme in order, manage time effectively, and handle any unexpected situations calmly. A good compere needs a confident voice, good language skills, politeness, and presence of mind.

The welcome speech is delivered at the very beginning of the function to greet the audience and dignitaries and to briefly explain the purpose of the event. It typically follows a structure of greeting, welcome, explanation of purpose, introduction of guests, and a positive closing line. At the end of the function, a vote of thanks is proposed to formally acknowledge everyone who contributed to the event's success — the chief guest, other dignitaries, organisers, volunteers, and the audience. It is important not to forget anyone significant, as this could be seen as impolite.

Together, the compere, the welcome speech, and the vote of thanks ensure that a formal function runs smoothly from start to finish and leaves a positive impression on everyone present.

Model Answer: Module 4

Q. Explain, with examples, how conversations differ across different everyday situations.

Everyday spoken conversations change in vocabulary and tone depending on the situation. At a bank, for example, conversations involve specific vocabulary such as "account," "deposit," "withdrawal," and "passbook," and customers typically use polite request forms such as "I would like to open a savings account" or "Could you tell me my account balance, please?" At a railway station, conversations often involve asking about platforms, ticket reservations, and train timings, using expressions like "Could you tell me the platform number for the Mumbai Express?"

At an airport, the vocabulary changes again to include terms such as "check-in counter," "boarding pass," "security check," and "baggage claim," as passengers move through several stages before boarding their flight. Telephone conversations are different from face-to-face conversations because the speakers cannot see each other, making tone of voice and clarity even more important. Telephone conversations can be formal, such as calling a college office, which requires polite and

professional language, or informal, such as talking to a friend, which allows a relaxed and casual tone.

In every situation, a conversation generally follows a simple structure: a greeting, a clear statement of purpose, the main exchange of information, and a polite closing. Learning the specific vocabulary and expressions for each situation helps a speaker communicate confidently and appropriately wherever they are.

Glossary of Important Terms

This glossary explains, in simple words, the key terms used throughout this course. Refer to it whenever you come across an unfamiliar word.

Term	Simple Meaning
Communication	The process of sharing information, ideas, or feelings between people.
Sender	The person who sends or starts the message in communication.
Receiver	The person who receives and understands the message.
Feedback	The response given by the receiver, showing whether the message was understood.
Verbal Communication	Communication using words, spoken or written.
Non-verbal Communication	Communication without words, using gestures, expressions, etc.
Fluency	The ability to speak smoothly and naturally, without too many pauses.
Pronunciation	The correct way of saying the sounds and words of a language.
Voice Modulation	Changing the pitch, tone, and speed of the voice while speaking.
Body Language	Communicating through facial expressions, gestures, posture, and eye contact.
Proxemics	The use of physical space and distance in communication.
Imperative Sentence	A sentence that gives an order, request, or instruction.
Exclamatory Sentence	A sentence that expresses strong or sudden feeling.
Wh- Question	A question that begins with What, Where, When, Why, Who, Which, or How.
Compere	The host or master of ceremonies who conducts a formal function.
Welcome Speech	A speech given at the start of an event to greet guests and explain its purpose.
Vote of Thanks	A speech given at the end of an event to thank everyone involved.

Dignitary	An important or respected guest invited to a formal function.
Boarding Pass	A document given to airline passengers that allows them to board the flight.
Telephone Etiquette	The polite manners and rules followed while speaking on the telephone.

Quick Revision Guide

Use this section for quick revision before your class test or end-semester examination.

Module 1: Introduction to Spoken English

- Communication = sharing a message between a sender and a receiver.
- Types: verbal (oral & written), non-verbal, visual; also intrapersonal, interpersonal, group, mass; formal & informal.
- Spoken communication is important for confidence, academics, careers, and relationships.
- Aspects of spoken communication: pronunciation, fluency, vocabulary, grammar, voice modulation, clarity, listening.
- Body language: facial expressions, eye contact, gestures, posture, proxemics, touch, appearance.

Module 2: Preparing the Basics of Spoken Communication

- Introducing: greet, name, background details, closing; formal vs informal introductions.
- Asking questions: Yes/No questions, Wh- questions, choice questions, tag questions; polite question forms.
- Imperative sentences: orders, requests, advice, instructions, warnings; begin with base verb; "please" for politeness.
- Exclamations: express strong feeling; use "What," "How," or interjections; end with "!"

Module 3: Hosting a Formal Function

- Essentials of a formal function: purpose, programme schedule, dignitaries, compere, formal language, speeches.
- Compering: role of the MC — welcoming, introducing, announcing, managing time, closing the event.
- Welcome speech: greet, welcome, state purpose, introduce guests, positive closing.

- Vote of thanks: thank chief guest, dignitaries, organisers, and audience; polite closing.

Module 4: Developing Conversation in Different Situations

- Bank conversation: account, deposit, withdrawal, passbook, debit card vocabulary and polite requests.
- Railway station conversation: platform, ticket, reservation, enquiry, delay-related vocabulary and questions.
- Airport conversation: check-in, boarding pass, security check, baggage, boarding gate vocabulary.
- Telephonic conversation: formal vs informal tone; structure — greeting, purpose, conversation, closing; telephone etiquette.

Sample Short-Note Topics (For Q.1 Practice)

- Types of communication
- Importance of spoken communication
- Body language and its elements
- Rules for asking Wh- questions
- Uses of imperative sentences
- Role of a compere
- Structure of a welcome speech
- Structure of a vote of thanks
- Useful expressions for telephonic conversation
- Do's and don'ts of telephone etiquette