

**BOWEN UNIVERSITY, IWO, OSUN STATE**  
**FACULTY OF HUMANITIES**  
**DEPARTMENT OF ENGLISH**  
**2018/2019 SECOND SEMESTER EXAMINATION**

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**COURSE TITLE:** BUSINESS AND VOCATIONAL ENGLISH  
**COURSE CODE:** ENG 408  
**DATE:** MONDAY, 3 JUNE, 2019  
**TIME ALLOWED:** 2 Hours

**INSTRUCTION:** Answer three questions only.

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1. On 2 May, 2019, Globacom Telecommunications Nigeria Limited advertised the position of a Customer Care Officer in The Punch newspaper. Write your application letter in relation to the advertised position. **(23½ marks)**
2. Assuming you wish to respond to the advertisement in question 1 above, generate a skills-based Curriculum Vitae to be attached to your application letter. **(23½ marks)**
3. As an organisational representative, how should you use language to manage customers' complaints? **(23½ marks)**
4. You are a Public Relations Officer in Bowen University, Iwo and have been invited to a national media chat to enlighten prospective students and their parents on Nigerian private universities as preferred choices. Provide a draft of how you will profile the image of Bowen University. **(23½ marks)**
5. Bring up a detailed exposition on the subject of formal meetings. **(23½ marks)**
6. Make case for Business and Vocational English as a required course for every Nigerian university graduate. **(23½ marks)**