

12

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

COURSE TITLE: BUSINESS AND VOCATIONAL ENGLISH

COURSE CODE: ENG 408

DATE: MONDAY, 3 JUNE, 2019

TIME ALLOWED: 2 Hours

INSTRUCTION: Answer three questions only.

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)**

Vetted.
AS
24/5/19.