

**Md. Mahabubur Rahman**  
**Department Of English**  
**Id: 1818400031**  
**Semester : Spring 2023**  
**Semester Final Examination**  
**Course : ENG-408**  
**Course Title : Business English**

**Part –c**

Answer to the question no:1

Public speaking is a presentation and it is given live in front of audience. The public speaking can be on different topics. The goal of public speaking may be to educate the audience, entertain audience or influence the audience. Sometimes the speaker can get help from the visual technology like slide show pie chart etc. the help of digital media can make public speaking interesting.

There are some principles of effective public speaking.

Being relatable to the audience, when a speaker speak to the audience he have relate himself to the audience. Without relating himself to the audience he can not make speech more interesting.

Not to running after the perfection, there is nothing fully perfect in the world. All things and matter have mistakes in the world. To make perfect speech there create artificial fear in speakers mind.

Visualize the success is an important things in public speaking. Now a days computer and graphics software are used to visualize the context. We can see the TED Talk the speaker use visualization.

Aim to inspire people is a part and parcel of a successful public speaking. If the speaker's speech has lots of inspiration the audience gets more concentration on the topic.

The three P's of public speaking are preparation, practice and presentation. A public speaker has to research the topic and deliver it properly. Body language and proper vocal variety in different expressions is also important in public speaking.

### **Part-b**

Answer to the question no:2

Technobd events ltd.

Natore, Bangladesh

6<sup>th</sup> July 2023

Rhythm electronic pvt ltd.

Mohammadpur, Dhaka

220/14 Zakir Hossain road

Dear customer service manager:

I hope you are doing well. I am Mr. Kamal. I am a businessman. I own an event management company in nature. I know the popularity of music system business of Rhythm Electronics Pvt. Ltd. Some days ago I purchased some sound system from your store. But now the whole system is disturbing, so we cannot be able to

continue our business. We need proper customer service to solve this problem.

I hope you will solve our problem in a short business days as we can run our event properly.

Sincerely,

Mr.kamal

Managing director of technobd events ltd

### **Part-a**

Answer to the question no:1

To:all employees

From:juria, supervisorof clerical staff.

Date:6<sup>th</sup> july 2023

Subject: awareness for time management for the all clerk.

I am writing to all of you that som of our clerk is not able to proper use of time.five of the clerks arrived twenty minutes late one is fourty five minute , some of them taking tea breaks more than the fixed. Three are spending more time on personal phone call.

Proper use of time is more important for a organization. I want more time management skill inside of you all.

So all of our clerk will arrive in specific time from tomorrow and they will complete their action in fixed time.