

BA. in English  
Victoria University of Bangladesh

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Final Assessment

Course Code: ENG 408

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Submitted By,

Shahid Uddin Shuvo

Reg. No: 1820450021

Submitted To,

Faria Tanzila

Lecturer, VUB

Ans to the qus no-1

To: All Clerks

From: The Supervisor Juria

Date: July 07 2023

Subject: About increasing clerks efficiency.

Dear Team,

I have taken some decision to improve ~~your~~ your skills.

I hope this memo finds you in good spirit. Today, I would like to address some important matters that concern our department's efficiency and the shortage of experienced clerical staff. It is crucial that we find ways to increase our productivity while ensure fairness and avoiding any resignations. Together, we can navigate these challenges successfully and achieve our goals.

Sincerely,

Juria

← Ans to the qus no-2 →

East Rajabazar  
Dhaka  
7 July 2023

The Manager

Rhythm Electronic Pvt. Ltd.

Subject: complain about a defect in music system.

Dear ~~Manager~~,

I had purchased a music system. I am very disappointed regarding a recent purchase I made from your store. On June 25th, 2023, I purchased a music system. But after a week music system stopped working suddenly. As the product was under warranty and get the product replaced as soon as possible. Such discrepancies were not accepted from a store like yours.

So, I would appreciate a replacement for the faulty product. Thank you for your attention to this matter.

Sincerely,

Kamal

Ans to the ques no-3

Public speaking refers to the act of delivering a speech or presentation to a live audience. It is the process of sharing information, ideas or opinions in a clear, organized and persuasive manner. Public speaking can take place in various settings, including conferences or even informal gatherings. The primary goal of public speaking is to effectively communicate a message to the audience, capture their attention, and convey information in a compelling way. It involves the use of verbal and nonverbal communication skills, such as speaking clearly, using appropriate body language,

maintaining eye contact and utilizing visual aids if necessary. Public speaking skills are highly valued in various professional fields, including business, academic and entertainment. Effective public speakers can inspire, motivate, educate and influence their audience, making a lasting impact through their words. Developing strong public speaking abilities can boost self-confidence, enhance leadership skills, and help individuals effectively express their thoughts and ideas to a larger audience.

The principles of public speaking are a set of guidelines and practice that can help individuals effectively communicate their ideas, engage their audience and deliver impactful presentations. While there are various principles, here are some key ones,

- ① Preparation: Thoroughly prepare your speech by researching your topic, organizing your thoughts and creating a well-structured outline.
- ② Audience analysis: Understand your audience's needs, interests and knowledge levels. Adapting your language, tone and examples to resonate with them.
- ③ Clear objective: Define a clear objective or purpose for your speech.

- ④ Strong opening: Begin your speech with a compelling opening that grabs the audience's attention.
- ⑤ Engaging delivery: Use effective body language, vocal variety and appropriate gestures to engage your audience.
- ⑥ Visual aids: Utilize visual aids, such as slides, videos or props to enhance your speech.
- ⑦ Practice and feedback: Continuously practice your speech to improve your delivery and timing. Seek feedback from trusted individuals or mentors who can provide constructive criticism.

Remember that these principles serve as a general framework and public speaking techniques can vary based on the context, audience and purpose of your speech.