

Elective Course IV -- (a) English for B.P.O

UNIT 1 : INTRODUCTION

1. What is BPO?
2. Types of BPO businesses
3. Where English is used?

UNIT 2: PRONUNCIATION

1. Phonetic symbols
2. Accent and Intonation

UNIT 3: NEUTRALIZING ACCENT

1. Variations and types of accent
2. Neutral Accent

UNIT 4: MOST COMMON MISTAKES IN ENGLISH USAGE

1. Commonly Confused words
2. Errors in using the parts of speech
3. Errors in using Punctuation
4. Redundancies
5. Style

UNIT 5: SMART SKILLS FOR JOB MARKET

1. Comprehension
2. Spelling
3. Vocabulary
4. Grammar

TEXT BOOK:

1. W W S Bhaskar and N S Prabhu *English Through Reading* Macmillan: India, 2008 (rpt.).
2. Thomas Elliott Berry *The Most Common Mistakes in English Usage* Tata McGraw-Hill, India, 2007 (rpt.).
- 3.

REFERENCE:

1. Daniel Jones