



**JSS COLLEGE OF ARTS, COMMERCE AND
SCIENCE**

(Autonomous)

B N ROAD, MYSURU- 570 025

DEPARTMENT OF ENGLISH

Syllabus

CHOICE BASED CREDIT SYSTEM

AECC

LANGUAGE ENGLISH

2019 - 20 onwards

(Approved by BOS)

BA, BSc and BCA

Templates - BA, BSc, & BCA

Paper No	Sem	Course Code	Course	Teaching Hours Per Week	L.T.P	Credit	I.A Marks	Theory Exam	Total Marks
1.	I	ELA 02021 ELA02022 ELA02023 ELA02024 ELA02025 ELA02026 DMA02001 DMA 02002 DMA 02003 DMA 02004 DMA 02005 DMA 02006 DMA 02007 DMA 02008 ECA02001	Poetry, Prose & Grammar	2+2	2-1-0	3	30	70	100
2.	II	ELB 02021 ELB02022 ELB02023 ELB02024 ELB02025 ELB02026 DMB02001 DMB 02002 DMB 02003 DMB 02004 DMB 02005 DMB 02006 DMB 02007 DMB 02008 ECB02001	Poetry, One Act Plays & Grammar	2+2	2-1-0	3	30	70	100
3.	III	ELC 02021 ELC02022 ELC02023 ELC02024 ELC02025 ELC02026 DMC02001 DMC 02002 DMC 02003 DMC 02004 DMC 02005 DMC 02006 DMC 02007 DMC 02008	Novel & Grammar	2+2	2-1-0	3	30	70	100

		ECC02001							
4.	IV	ELD 02021 ELD02022 ELD02023 ELD02024 ELD02025 ELD02026 DMD02001 DMD 02002 DMD 02003 DMD 02004 DMD 02005 DMD 02006 DMD 02007 DMD 02008 ECD02001	Drama & Grammar	2+2	2-1-0	3	30	70	100

Course type BA, BSc, & BCA

	Semester	Course Code	Course Title	Course Type	No. of Credits			
					L	T	P	Total
1.	I	ELA 02021 ELA02022 ELA02023 ELA02024 ELA02025 ELA02026 DMA02001 DMA 02002 DMA 02003 DMA 02004 DMA 02005 DMA 02006 DMA 02007 DMA 02008 ECA02001	Poetry, Prose & Grammar	AECC	2	1	-	03
2.	II	ELB 02021 ELB02022 ELB02023 ELB02024 ELB02025 ELB02026 DMB02001 DMB 02002 DMB 02003 DMB 02004	Poetry, One Act Plays & Grammar	AECC	2	1	-	03

		DMB 02005 DMB 02006 DMB 02007 DMB 02008 ECB02001						
3.	III	ELC 02021 ELC02022 ELC02023 ELC02024 ELC02025 ELC02026 DMC02001 DMC 02002 DMC 02003 DMC 02004 DMC 02005 DMC 02006 DMC 02007 DMC 02008 ECC02001	Novel & Grammar	AECC	2	1	-	03
4.	IV	ELD 02021 ELD02022 ELD02023 ELD02024 ELD02025 ELD02026 DMD02001 DMD 02002 DMD 02003 DMD 02004 DMD 02005 DMD 02006 DMD 02007 DMD 02008 ECD02001	Drama & Grammar	AECC	2	1	-	03

Internal Assessment BA, BSc, & BCA

Max.Marks-100

Course type	C1		C2		C3		Total
	Marks	Duration (Hr)	Marks	Duration (Hr)	Marks	Duration (Hr)	
Language	15	1	15	1	70	3	100
Communication	15	1	15	1	70	3	100

Scheme of assessment: BA BSc, & BCA

Year	Sem	Course Code	TITLE OF THE PAPER	PERCENTAGE				
				C1	C2	C3	IA	Duration
				Theory	Theory	Theory		
I	I	ELA 02021 ELA02022 ELA02023 ELA02024 ELA02025 ELA02026 DMA02001 DMA 02002 DMA 02003 DMA 02004 DMA 02005 DMA 02006 DMA 02007 DMA 02008 ECA02001	Poetry, Prose & Grammar	15	15	70	30	3h
	II	ELB 02021 ELB02022 ELB02023 ELB02024 ELB02025 ELB02026 DMB02001 DMB 02002 DMB 02003 DMB 02004 DMB 02005 DMB 02006 DMB 02007 DMB 02008 ECB02001	Poetry, One Act Plays & Grammar	15	15	70	30	3h
II	III	ELC 02021 ELC02022 ELC02023 ELC02024 ELC02025 ELC02026 DMC02001 DMC 02002 DMC 02003 DMC 02004 DMC 02005 DMC 02006 DMC 02007 DMC 02008	Novel & Grammar	15	15	70	30	3h

		ECC02001						
	IV	ELD 02021 ELD02022 ELD02023 ELD02024 ELD02025 ELD02026 DMD02001 DMD 02002 DMD 02003 DMD 02004 DMD 02005 DMD 02006 DMD 02007 DMD 02008 ECD02001	Drama & Grammar	15	15	70	30	3h

Course code: ELA02021, 022, 023, 024, 025, 026

DMA02001, 002, 003, 004, 005, 006, 007, 008

ECA02001

BA/BSc/BCA
I Semester
English Language AECC
Poetry, Prose & Grammar

Unit I: Poetry

- | | |
|---|-----------------------|
| 1. An Attribute of God | - William Shakespeare |
| 2. Death, The Leveller | - James Shirley |
| 3. Home they Brought her Warrior dead | - Alfred Tennyson |
| 4. Stopping by Woods On A Snowy Evening | - Robert Frost |
| 5. Teach Him if You Can | - Abraham Lincoln |
| 6. Ajamil and the Tigers | - Arun Kolatkar |

Unit II: Prose

- | | |
|------------------------------|---------------------|
| 1. Water: The Elixir of Life | - C V Raman |
| 2. A Day's Wait | - Ernest Hemmingway |
| 3. An Astrologer's Day | - R K Narayan |
| 4. The Clay Mother-in-Law | - A K Ramanujam |
| 5. The Eyes are not here | - Ruskin Bond |

Unit III: Grammar

1. Parts of Speech
2. Punctuation
3. Letter Writing – Letter of Application/ grievance letter/ Personal letter
4. Comprehension

Tutorial Activities:

Newspaper Reading, Report writing, Story-telling, Recitation, Review of current literature activities, dialogue development, elocution, extempore speech, conversation writing.

**Pattern of Question Paper - 2019-20- CBCS
BA/BSC/BCA I Sem
Poetry, Prose & Grammar**

Max. Hrs-3

Max. Marks-100

**Section A
Poetry**

I. Annotate Three of the following:

3x4=12

- 1.
- 2.
- 3.
- 4.
- 5.

Section B

II. Answer Eight of the following questions in a word or a sentence:

8x1=8

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10

**Section C
Poetry and Prose**

III. Answer any Two of the following questions: (poetry)

2x7=14

- 1.
- 2.
- 3.
- 4.
- 5.

IV. Answer any Two of the following questions: (prose)

2x8=16

- 1.
- 2.
- 3.
- 4.

**Section D
Grammar**

V. Language Component

1. Parts of Speech
2. Punctuation
3. Letter Writing
4. Comprehension

**5
5
5
5**

V. Internal Assessment

30

Course code: ELB02021, 022, 023, 024, 025, 026

DMB02001, 002, 003, 004, 005, 006, 007, 008

ECB02001

**BA/BSc/BCA
II Semester
English Language AECC
Poetry, One Act Plays & Grammar**

Unit I Poetry:

- | | |
|-------------------------------|----------------------|
| 1. The Human Seasons | - John Keats |
| 2. On Shakespeare | - John Milton |
| 3. The Second Coming | - W B Yeats |
| 4. Characters of a Happy Life | - Sir Henry Wotton |
| 5. Fidelity | - William Wordsworth |
| 6. The Crutches | - Bertolt Brecht |

Unit II One Act Plays:

- | | |
|-------------------------|------------------|
| 1. The Pie and the Tart | - Hug Chesterman |
| 2. The Man Upstairs | - Hugh Beresford |
| 3. The Never-Never Nest | - Cedric Mount |

Unit III Grammar:

1. Subject & Verb Agreement
2. Antonyms
3. Synonyms
4. Articles

Tutorial Activities:

Newspaper Reading, Report writing, Story-telling, Recitation, Review of current literature activities, dialogue development, elocution, extempore speech, conversation writing

Pattern of Question Paper
BA/BSc/BCA II Sem
Poetry, One Act Play & Grammar

Max. Hrs-3

Max. Marks-100

Section-A

I. Annotate Three of the following: (poetry)

3x4=12

- 1.
- 2.
- 3.
- 4.
- 5.

Section B

II. Answer Eight of the following questions in a word or a sentence:

8x1=8

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Section C

Poetry and One act play

III. Answer any Two of the following questions:(poetry)

2x7=14

- 1.
- 2.
- 3.
- 4.
- 5.

IV. Answer any Two of the following questions: (prose)

2x8=16

- 1.
- 2.
- 3.
- 4.

Section D
Grammar

IV. Language Component

1. Subject & Verb Agreement
2. Antonyms
3. Synonyms
4. Articles

5
5
5
5

V. Internal Assessment

30

Course code: ELC02021, 022, 023, 024, 025, 026

DMC02001, 002, 003, 004, 005, 006, 007, 008

ECC02001

**BA/BSc/BCA
III Semester
English Language (AECC)
Fiction & Grammar**

Unit I: Fiction

The Guide - R K Narayan

Unit II: Grammar

1. Question Tag
2. Framing of questions
3. One-word substitutes
4. Words often confused

Tutorial Activities:

Newspaper Reading, Report writing, Story-telling, Recitation, Review of current literature activities, dialogue development, elocution, extempore speech, conversation writing

Pattern of Question Paper

BA/BSC/BCA

III Sem

Fiction & Grammar

Max. Hrs-3

Max. Marks-100

Section A

I. Answer three of the following:

3x10=30

- 1.
- 2.
- 3.
- 4.
- 5.

Section B

II. Write short notes for four of the following:

4x5=20

- 1
- 2
- 3
- 4
- 5

Section C
Grammar

III. Language Component

- | | |
|-------------------------|---|
| 1. Question Tag | 5 |
| 2. Framing of questions | 5 |
| 3. One-word substitutes | 5 |
| 4. Words often confused | 5 |

V. Internal Assessment

30

Course code: ELD02021,022,023,024,025,026

DMD02001,002,003,004,005,006,007,008

ECD02001

**BA/BSc/BCA
IV Semester
English Language (AECC)
Drama & Grammar**

Unit I: Drama

Othello

William Shakespeare

Unit II: Grammar

1. Active and passive voice
2. Linkers
3. Precise Writing
4. Essay Writing

Tutorial Activities:

Newspaper Reading, Report writing, Story-telling, Recitation, Review of current literature activities, dialogue development, elocution, extempore speech, conversation writing

Pattern of Question Paper
BA/BSC/BCA
IV Sem
Drama & Grammar

Max. Hrs-3

Max. Marks-100

Section A

I. Annotate Four of the following:

4x5=20

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Section B

II. Answer three of the following:

3x10=30

- 1.
- 2.
- 3.
- 4.

Section C
Grammar

III. Language Component

- | | |
|-----------------------------|---|
| 1. Active and passive voice | 5 |
| 2. Linkers | 5 |
| 3. Precise Writing | 5 |
| 4. Essay Writing | 5 |

. Internal Assessment **30**

**JSS COLLEGE OF ARTS, COMMERCE AND
SCIENCE
(Autonomous)
B N ROAD, MYSURU- 570 025**

**DEPARTMENT OF ENGLISH
Syllabus
CHOICE BASED CREDIT SYSTEM**

**AECC
LANGUAGE ENGLISH**

**2019 - 20 onwards
(Approved by BOS)
B Com and BBA**

Templates - B. Com and BBA

Paper No	Sem	Paper Code	Course	Teaching Hours Per Week	L.T.P	Credit	IA Marks	Theory Exam	Total Marks
1.	I	ENA02001 CDA02001	Poetry, Prose & Grammar	2+2	2-1-0	3	30	70	100
2.	II	ENB02001 CDB02001	Poetry, One Act Plays & Grammar	2+2	2-1-0	3	30	70	100
3.	III	ENC02001 CDC02001	Novel & Grammar	2+2	2-1-0	3	30	70	100
4.	IV	END02001 CDD02001	Drama & Commercial correspondence	2+2	2-1-0	3	30	70	100

	Semester	Course Code	Course Title	Course Type	No. of Credits			
					L	T	P	Total
1.	I	ENA02001 CDA02001	Poetry, Prose & Grammar	AECC	2	1	-	03
2.	II	ENB02001 CDB02001	Poetry, One Act Plays & Grammar	AECC	2	1	-	03
3.	III	ENC02001 CDC02001	Novel & Grammar	AECC	2	1	-	03
4.	IV	END02001 CDD02001	Drama & Commercial correspondence	AECC	2	1	-	03

Internal Assessment

Max.Marks-100

Course type	C1		C2		C3		Total
	Marks	Duration (Hr)	Marks	Duration (Hr)	Marks	Duration (Hr)	
Language	15	1	15	1	70	3	100
Communication	15	1	15	1	70	3	100

Scheme of assessment: B. Com and BBA

Year	Sem	Course Code	TITLE OF THE PAPER	PERCENTAGE				
				C1	C2	C3	IA	Duration
				Theory	Theory	Theory		
I	I	ENA02001 CDA02001	Poetry, Prose & Grammar	15	15	70	30	3h
	II	ENB02001 CDB02001	Poetry, One Act Plays & Grammar	15	15	70	30	3h
II	III	ENC02001 CDC02001	Novel & Grammar	15	15	70	30	3h
	IV	END02001 CDD02001	Drama & Commercial correspondence	15	15	70	30	3h

Course code: ENA02001
CDA02001

BCom/BBA
I Semester
English Language (AECC)
Poetry, Prose and Grammar

Unit I: Poetry

- | | |
|-----------------------------|-----------------------|
| 1. An Attribute of God | - William Shakespeare |
| 2. The Village Schoolmaster | - Oliver Goldsmith |
| 3. Daffodils | - William Wordsworth |
| 4. Ozymandias | - P B Shelley |
| 5. The Human Seasons | - John Keats |
| 6. The Road Not Taken | - Robert Frost |

Unit II: Prose

- | | |
|---------------------------|-----------------------|
| 1. The Golden Touch | - Nathaniel Hawthorne |
| 2. The Last leaf | - O. Henry |
| 3. Half A Rupee Worth | - R K Narayan |
| 4. The Clay Mother-in-law | - A K Ramanujan |
| 5. The Eyes are not here | - Ruskin Bond |

Unit III: Grammar

1. Parts of Speech
2. Punctuation
3. Letter Writing – Letter of Application/ grievance letter/ Personal letter
4. Comprehension

Tutorial Activities:

Newspaper Reading, Report writing, Storytelling, Recitation, Review of current literature, dialogue development, elocution, extempore-speech, conversation writing.

Pattern of Question Paper
BCom and BBA
I Sem
Poetry, Prose & Grammar

Max. Hrs-3

Max. Marks-100

Section A
Poetry

I. Annotate Three of the following:

3x4=12

- 1.
- 2.
- 3.
- 4.
- 5.

Section B

II. Answer Eight of the following questions in a word or a sentence:

8x1=8

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10

Section C
Poetry and Prose

III. Answer any Two of the following questions: (poetry)

2x7=14

- 2.
- 3.
- 4.
- 5.

IV. Answer any Two of the following questions: (prose)

2x8=16

- 1.
- 2.
- 3.
- 4.

Section D
Grammar

1. Parts of Speech
2. Punctuation
3. Letter Writing
4. Comprehension

5
5
5
5

V. Internal Assessment

30

**Course code: ENB02001
CDB02001**

**BCom/BBA
II Semester
English Language (AECC)
Poetry, One Act Plays & Grammar**

Unit I: Poetry

- | | |
|-----------------------------|-----------------------|
| 1. On Shakespeare | - John Milton |
| 2. Fidelity | - William Wordsworth |
| 3. La Belle Dame Sans Merci | - John Keats |
| 4. Teach Him If You Can | - Abraham Lincoln |
| 5. Go Not to the Temple | - Rabindranath Tagore |
| 6. Five Ways to Kill a Man | - Edwin Brock |

Unit II: One Act Plays

- | | |
|-------------------------|-------------------------------|
| 1. Progress | - St. John Ervin |
| 2. The Blue Carbuncle | - Michael and Mollie Hardwick |
| 3. The Never-Never Nest | - Cedric Mount |

Unit III: Grammar

1. Subject & Verb Agreement
2. Antonyms
3. Synonyms
4. Articles

Tutorial Activities:

Newspaper Reading, Report writing, Storytelling, Recitation, Review of current literature, dialogue development, elocution, extempore-speech, conversation writing.

Pattern of Question Paper
II Sem
BCom and BBA
Poetry, One Act Play & Grammar

Max. Hrs-3

Max. Marks-100

Section A

I. Annotate Three of the following: (poetry)

3x4=12

- 1.
- 2.
- 3.
- 4.
- 5.

Section B

II. Answer Eight of the following questions in a word or a sentence:

8x1=8

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10

Section C

Poetry and One act play

III. Answer any Two of the following questions: (poetry)

2x7=14

- 1.
- 2.
- 3.
- 4.
- 5.

IV. Answer any Two of the following questions:(play)

2x8=16

- 1.
- 2.
- 3.
- 4.

Section D
Grammar

IV. 1. Subject & Verb Agreement

5

2. Antonyms

5

3. Synonyms

5

4. Articles

5

V. Internal Assessment

30

**Course code ENC02001
CDC02001**

**BCom/BBA
III Semester
English Language (AECC)
Fiction & Grammar**

Max. Marks-70

3 Credits/Week

**Unit I
Fiction**

The Financial Expert

R K Narayan

**Unit II
Grammar**

1. Question Tag
2. Framing of questions
3. One word substitutes
4. Words often confused

Tutorial Activities:

Newspaper Reading, Report writing, Story-telling, Recitation, Review of current literature activities, dialogue development, elocution, extempore speech, conversation writing

Pattern of Question Paper

BCom and BBA

III Sem

Fiction & Grammar

Max. Hrs-3

Max. Marks-100

Section A

I. Answer three of the following:

3x10=30

- 1.
- 2.
- 3.
- 4.
- 5.

Section B

II. Write short notes for four of the following:

4x5=20

- 1
- 2
- 3
- 4
- 5

Section C
Grammar

III. Language Component

- | | |
|-------------------------|---|
| 1. Question Tag | 5 |
| 2. Framing of questions | 5 |
| 3. One-word substitutes | 5 |
| 4. Words often confused | 5 |

V. Internal Assessment

30

**Course code END02001
CDD02001**

**BCom/BBA
IV Semester
English Language (AECC)
Drama & Commercial Correspondence**

Max. Marks-70

3 Credits/Week

Unit I

Drama

A Christmas Carols

Charles Dickens

Unit II

Commercial correspondence

1. Quotation and Enquire Letters
2. Orders and Complaint letters
3. Circulars
4. Report Writing

Tutorial Activities:

Newspaper Reading, Report writing, Story-telling, Recitation, Review of current literature activities, dialogue development, elocution, extreme speech, conversation writin

Pattern of Question Paper
BCom/BBA
IV Semester
English Language (AECC)
Drama & Commercial Correspondence

Section-A
Drama

I. Annotate any three of the following: **3x5=15**

- 1.
- 2.
- 3.
- 4.
- 5.

II. Answer two of the following: **2x10=20**

- 1.
- 2.
- 3.
- 4.

Section-B
Commercial Correspondence

III. Draft the following letters. **4x5=20**

1. Quotation Letters
2. Enquiry Letter
3. Placing an order
4. Complaint Letter

IV. Circular Letter. **1x7=7**

V. Report Writing. **1x8=8**

VI. Internal Assessment **30**

**JSS COLLEGE OF ARTS, COMMERCE AND
SCIENCE**

(Autonomous)

B N ROAD, MYSURU- 570 025

DEPARTMENT OF ENGLISH

Syllabus

CHOICE BASED CREDIT SYSTEM

AECC

LANGUAG ENGLISH

Special English

2019 - 20 onwards

(Approved by BOS)

BA/B.Sc/BCA/B Com/ BBA

Course Code: ELA/DMA/ECA/ENA 030

**SPECIAL ENGLISH
SEMESTER-I
Prose, Short Stories & Language Component**

Unit-I

Prose: **Will Durant Reader**

30marks

1. The Condition of Civilization
2. What is beauty?
3. The origin of Science
4. Is progress real?
5. I fall in love

Unit-II

Short stories:

20marks

1. Witches' loaves- O. Henry
2. Gift of Magi- O. Henry
3. The Parting- Chuman Nahal
4. The luncheon- Somerset Maugham

Unit-III

Language Component

20marks

1. Antonyms
2. Synonyms
3. Preposition
4. Words often confused

SPECIAL ENGLISH
Pattern of Question Paper
BBA/B. Voc
SEMESTER-I
Prose, Short stories & Language Component

Marks-70

Max.Hrs-3

Unit-I Prose

I. Answer three questions:

3x10=30

- 1.
- 2.
- 3.
- 4.
- 5.

Unit-II Short stories

II. Answer two question:

2x10=20

- 1.
- 2.
- 3.
- 4.

Unit-III Language Component

- | | |
|-------------------------|---|
| 1. Antonyms | 5 |
| 2. Synonyms | 5 |
| 3. Preposition | 5 |
| 4. Words often Confused | 5 |

Course Code: ELB/DMB/ECB/ENB 030

SPECIAL ENGLISH

Semester II

Prose and Language Component

Unit I:

Chapter 1 to 3 of S Radhakrishnan 'The Foundation of Civilization Ideas and Ideals

2x10 =20

Unit II

Chapter 4 to 6 of S Radhakrishnan 'The Foundation of Civilization Ideas and Ideals

2x10 =20

Unit III

Chapter 7 to 9 of S Radhakrishnan 'The Foundation of Civilization Ideas and Ideals

2x10 =20

Unit IV

Language Component:

1 Articles	5 marks
2 Punctuation	5 marks
3 Framing Questions	5 marks
4 Question tag	5 marks

Course Code: ELC/DMC/ECC/ENC 030

SPECIAL ENGLISH

Semester III

Novel and Language Component

THINGS FALL APART

CHINUA ACHEBE

Language Component

Question paper pattern:

Unit I

Two questions out of four on Characters

2x10 =20

Unit II

Two questions out of four on Plot

2x10 =20

Unit III

Two questions out of four on Theme

2x10 =20

Unit IV

Language Component

1 Comprehension

10 marks

2 Expansion of an idea

5 marks

3 Idioms and Phrases

5 marks

Course Code: ELD/DMD/ECD/END 030

SPECIAL ENGLISH

Semester IV

Drama and Language Component

Drama: THE MERCHANT OF VENICE

WILLIAM SHAKESPEARE

Question paper pattern:

Unit I

Annotations

4x5 =20

Unit II

Three questions out of four on characterisation

3x10 =30

Unit III

Two questions out of four on Theme

2x10 =20

Unit IV

Language Component

1 Paraphrase

10 marks

2 Correction of sentences

5 marks

3 Linkers

5 marks

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B N ROAD, MYSURU- 570 025**

**DEPARTMENT OF ENGLISH
Syllabus
CHOICE BASED CREDIT SYSTEM**

**AECC
LANGUAGE ENGLISH
B. VOC (II Semester)**

**2019 - 20 onwards
(Approved by BOS)**

Course code FPB/SDB/AFP 540

**B.VOC
II SEMESTER
COMMUNICATIVE SKILLS**

AIMS:

- 1 To familiarise students to basic English
- 2 To enable them to develop listening and speaking skills

OBJECTIVES: Students should be able to -

Unit I: Grammar

- | | |
|------------------------------|---------|
| 1 Subject and Verb agreement | 5 marks |
| 2 Voice | 5 marks |
| 3 Speech | 5 marks |
| 4 Question tag | 5 marks |
| 5 Framing of Question | 5 marks |

Unit II: Writing Skills

- | | |
|--|----------|
| 1 Letter Writing
(Letter of Application/ Grievances/Resume Preparation) | 10 marks |
| 2 Comprehension | 10 marks |
| 3 Essay Writing | 10 marks |

Unit III: Speaking Skills

- | | |
|--------------|----------|
| 1 Greeting | 10 marks |
| 2 Requesting | |
| 3 Enquiring | |
| 4 Explaining | |
| 5 Reporting | |
| 6 Permission | |
| 7 Thanking | |