



ENG516

Final-Term

ABSTRACT

This comprehensive collection of notes is accurately crafted to empower students to excel academically, ensuring they achieve a minimum of 80% marks in their examinations. The content is organized with clarity and precision, focusing on key concepts, critical analyses, and practical applications tailored to the syllabus. These notes serve as a reliable resource for both thorough preparation and last-minute revision. Designed to inspire confidence and mastery, this guide is an essential tool for students striving for academic excellence.

Maha Malik
Spring2026

Short Questions

1. Factors that affect National and Business Culture

- Values and beliefs
- Language
- Religion
- Social norms
- Education
- Organizational/company policies

2. What is an Effective Resume?

An effective resume is a clear, concise, accurate and well-organized document that highlights a person's education, skills, experience and achievements relevant to the job.

3. Steps of Reverse Chronological Resume

- Contact information
- Career objective
- Work experience (latest first)
- Education
- Skills
- References (optional)

4. Person's Positive Face

Positive face is a person's desire to be liked, appreciated, respected and accepted by others.

5. Basic Difference between Radiotelephony and Other Communication

Radiotelephony uses standardized aviation phraseology for safety and clarity, while ordinary communication allows flexible everyday language.

6. Three Types of Business Letter Formats

- Full Block Format
- Modified Block Format
- Semi-Block (Indented) Format

7. Role of Teachers in Medical Practice Activities

- Design communication tasks
- Teach medical vocabulary
- Guide role plays and simulations

- Provide feedback
- Develop communication skills

8. Benefits of Self-Assessment

- Promotes independent learning
- Identifies strengths and weaknesses
- Improves motivation
- Encourages reflection
- Enhances performance

9. Note on Online Feedback

Online feedback is feedback given through digital platforms. It is quick, flexible, interactive and supports continuous learning.

10. E-learning (Definition)

E-learning is learning through electronic technologies, especially the Internet, using computers or mobile devices.

11. Disadvantage of Authentic Material

- Difficult for beginners
- Complex vocabulary
- Time-consuming to prepare
- May not match learners' level

12. Note on Distance Education

Distance education is a mode of learning in which teachers and learners are separated geographically and communicate through technology.

13. Note on High-context Culture

High-context cultures rely heavily on shared understanding, relationships and non-verbal communication rather than explicit words.

14. Three Ways to Organize Tasks in Writing Stage

- Chronological order
- Order of importance
- Problem–solution pattern

Compilation

15. Three Activities for Learning Business English Online

- Discussion forums
- Video conferencing
- Email writing
- Online presentations
- WebQuests (any three)

16. CAT and CBT (Full Forms)

- CAT = Computer Adaptive Testing
- CBT = Computer-Based Testing

17. Three Components of Long Report

- Front Matter
- Main Body
- Back Matter

18. Analytical Report (Definition)

An analytical report examines facts, analyzes information and provides conclusions and recommendations.

19. Waiting Cost (Customer Perspective)

Waiting cost is the loss of time, convenience, money and customer satisfaction caused by delays in receiving a service.

20. Three Purposes of Rewriting

- Correct errors
- Improve clarity
- Improve organization and style

21. Distance Learning (Note)

Distance learning is education where teachers and learners interact using technology instead of face-to-face classrooms.

22. Name Three Reading Assessments

- Multiple-choice questions
- Cloze test
- True/False questions

23. Components of Report

- Title
- Introduction
- Discussion
- Conclusion
- Recommendations

24. Guidelines for Multicultural Communication

- Respect cultural differences
- Avoid stereotypes
- Use simple language
- Listen carefully
- Be polite

25. Five Essential Components of Letters

- Heading
- Inside address
- Salutation
- Body
- Complimentary close

26. Formality of Report

Reports use formal language, objective tone, accurate facts and logical organization.

27. Five Categories of Self and Peer Assessment

- Checklists
- Rating scales
- Rubrics
- Reflection journals
- Peer review

28. Three Legal Language Issues

- Accuracy
- Precision
- Ambiguity avoidance

29. WAN and LAN

- WAN = Wide Area Network

- LAN = Local Area Network

30. Three Types of Business Letter Format

- Full Block
- Modified Block
- Semi-Block

31. Role of Teacher in Distance Learning

- Facilitate learning
- Guide students
- Provide online feedback
- Monitor progress
- Prepare digital materials

32. Beneficial Washback

Beneficial washback means testing positively influences teaching and learning.

33. Reverse Chronological Resume (Explain)

A resume in which the most recent education and work experience are listed first, followed by older experiences.

34. Types of Reports

- Informational Report
- Analytical Report
- Short Report
- Long Report
- Formal Report
- Informal Report

35. Types of Letters

- Inquiry Letter
- Complaint Letter
- Adjustment Letter
- Sales Letter
- Order Letter
- Application Letter

Compilation

36. "Thanks" Etiquette

- Say thank you sincerely.
- Be specific.
- Use polite language.
- Respond promptly.
- Avoid overusing it.

37. Three Concerns about Business English Learners

- Different language proficiency
- Different business experience
- Different learning needs

38. Three Ways a Test is Reliable (Brown)

- Consistent administration
- Consistent scoring
- Consistent test items

39. Advantages of Telephony

- Fast communication
- Immediate feedback
- Cost-effective
- Convenient

40. Components of Long Report

- Title page
- Table of contents
- Abstract
- Introduction
- Discussion
- Conclusion
- Recommendations
- References
- Appendices

Three Optional Components of a Letter

- Subject line
- Attention line
- Reference line

Compilation

Formats of a Report

- Informal Report
- Formal Report
- Short Report
- Long Report

Main Elements of Evaluation

- Objectives
- Data collection
- Analysis
- Feedback
- Improvement

Essential Business Skills for Management

- Leadership
- Communication
- Planning
- Decision making
- Teamwork
- Problem solving

Five Points about Aviation

- Uses standard phraseology
- Ensures flight safety
- Requires clear pronunciation
- Uses radiotelephony communication
- Reduces misunderstanding

Long Questions (Key Points)

1. Five Factors Contributing to Cognitive Workload

- Complex language
- Time pressure
- Memory demands
- Noise/distractions
- Multiple simultaneous tasks

2. How Status Occurs Differently in Different Cultures

- Some cultures achieve status through education and success (Achievement).

- Others assign status through age, gender or family (Ascription).
- High power-distance cultures respect hierarchy.
- Low power-distance cultures value equality.
- Communication changes according to status.

3. Basic Components of Reverse Chronological Resume

- Contact details
- Career objective
- Work experience (latest first)
- Education
- Skills
- References

4. Kirkpatrick's Four Levels of Evaluation

1. Reaction
2. Learning
3. Behavior
4. Results

5. Objectives of Business English Learners

- Improve communication
- Write business documents
- Develop presentation skills
- Improve negotiations
- Build intercultural competence

6. Needs of EMP (English for Medical Purposes)

- Medical terminology
- Doctor-patient communication
- Writing medical reports
- Reading medical literature
- Presentation and research skills

7. Five Advantages of Authentic Materials

- Real-life language
- Improves motivation
- Cultural awareness
- Practical vocabulary
- Better communication skills

8. Five Objectives of Business English

- Accuracy
- Fluency
- Effectiveness
- Professional communication
- Cultural awareness

9. Medical Purposes (Five Areas)

- Doctor-patient interaction
- Medical reports
- Medical vocabulary
- Role plays
- Case discussions

10. Glossary of Proposal

A glossary is an alphabetical list of technical terms with their meanings used in the proposal.

11. Difference between Formative and Summative Assessment

Formative	Summative
During learning	After learning
Improves learning	Measures achievement
Continuous	Final
Feedback-oriented	Grade-oriented

12. Traditional Method vs Internet in Classroom

Traditional

- Face-to-face
- Printed materials
- Fixed timing
- Teacher-centered

Internet

- Online learning
- Digital resources

Compilation

- Flexible timing
- Interactive learning

13. Multicultural Communication (Five Points)

- Respect diversity
- Avoid stereotypes
- Use clear language
- Listen actively
- Understand cultural values

14. Distance Learning (Long)

- Definition
- Advantages
- Disadvantages
- Role of teacher
- Role of technology
- Online assessment
- Feedback methods

15. Cross-cultural Business English (Five Points)

- Cultural awareness
- Communication styles
- Business etiquette
- Negotiation styles
- Respect for diversity

16. Concept of Radiotelephony

Radiotelephony is the standardized voice communication system used between pilots and air traffic controllers. It uses fixed phraseology to ensure clarity, brevity and flight safety.

17. Difference between Functional and Chronological Resume

Functional	Chronological
Skills-based	Experience-based
Focuses on abilities	Focuses on work history
Good for career changes	Good for experienced applicants

18. Difference between Polychronic and Monochronic Culture

Monochronic

One task at a time

Strict schedules

Time is important

Polychronic

Multiple tasks together

Flexible schedules

Relationships are more important

[BS English](#)

[Files](#)

