

PANJAB UNIVERSITY CHANDIGARH

Syllabus of Add-On Certificate Course in Call Center Training

Section E

Pronunciation

Word Stress and Information in English

Understanding Syllables for Word Stress, What is Word Stress ? Why is Word stress Important? Where to Put Word Stress? Word Stress Rules.

Phonetic Transcription

What is Information?, Falling Tone, Rising Tone.

Making effective use of the English Pronouncing Dictionary.

Note: The candidates shall be required to attempt 10 questions in all. All questions shall be compulsory. Two questions will be set from each section. In the first question of each section candidates are required to attempt two short notes out of three in about 100 words each. In the second question of each section candidates are required to answer in about 250 words. There would be no internal choice. Each question would carry 10 marks.

PAPER-B

Max.Marks:100

Practical : 80

Internal : 20

Telephonic Conversation :40 Marks

- **Greetings**
- **Courtesies on phone**
- **How to Interact**
- **Concluding Conversation**

This will emphasize on the ability of the candidate in managing conversation on phone on specific situation.

PANJAB UNIVERSITY CHANDIGARH

Syllabus of Add-On Diploma Course in Call Center Training

(One Year Diploma Course)

For the exams of 2011, 2012, 2013, 2014, 2015, 2016, 2017

PAPER-A

Max. Marks:100

Time: 3 Hours

Theory : 80

Practical : 20

Section-A

Theoretical concept of communication skill

- **Communication skill**
- **Listening and speaking skills and sub-skills**
- **Pronunciation**

Section-B

Oral Communication Skills

- **Starting a conversation**
- **Introducing oneself and others**
- **Offering and responding to offers**
- **Requesting and Responding to requests**
- **Congratulating, Greeting and leave taking**
- **Expressing sympathy, disappointment and offering condolences**
- **Asking questions and giving public responses**
- **Making complaints, persuading and warming**
- **Dealing with a wrong number**
- **Taking and leaving messages**
- **Making inquiries on the phone**
- **Calling for held in emergency**
- **Giving instructions and seeking classifications**
- **Inviting, accepting and refusing an invitation**
- **Paying complaints, showing appreciation, offering encouragement and responding them**
- **Asking for giving and refusing permission**

Section-C

Listening comprehension

- **Listening for comprehension leading to oral discussion**
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List of Books Recommended:

- **Business English by T.Samson, Tata Mc Graw Hill Publications**
- **Spoken English by V Sasi Kumar and P.V. Dhamija, Tata Mc Graw Hill Publications**
- **Study listing by Tony Lynch, Cambridge University Prtess**
- **Communication methodologies by S.K. Verma, S.Kaushik, L. Yadav.**
- **N. Sethi and Aparna, ATPA Publications**
- **The ultimate resource book to IELTS speaking by B.P.S.Bedi and .0c0(b)t on BP.027.005(r))b E**