

**English Communication (BPOI-006)**

**Diploma in Business Process Outsourcing  
Finance and Accounting programme (DBPOFA)  
and  
Certificate in Communication and IT Skills programme (CCITSK)**

**ASSIGNMENT BOOKLET  
(For January 2017 and July 2017 sessions)**

**School of Vocational Education and Training  
Indira Gandhi National Open University  
Maidan Garhi, New Delhi-110 068**

**Course BPOI-006: English Communication Skills**  
**DBPOFA & CCITSK programme**

**Course Code: BPOI-006**

**Dear Student,**

We hope you enjoyed reading the course and found it useful in applying it in your communication with others.

In order to help you understand the material better and prepare you for the final examination later, we have an assignment for this course. This assignment is a Tutor Marked Assignment (TMA) and carries 100 marks.

**Aims:** The TMA is mainly concerned with your ability to understand the material and apply it meaningfully in real-life interactions. These assignments are as much a teaching device as a testing tool.

**Guidelines:** You will be required to answer the questions which are based on the units and your understanding and practice of the activities.

As in day-to-day life, planning is important in doing the assignments well. Read the assignments carefully; go through the units on which they are based and jot down some points regarding each question. Prepare a rough draft of the answers.

Make sure that your answer:

- a) is written in simple and correct English,
- b) is written neatly and clearly,
- c) reflects your understanding of the units.

You will be evaluated on the following criteria:

fulfilling and completing all aspects of the task/question,  
how you have dealt with your ideas,  
whether you used appropriate linkers when required,  
did you make adequate use of paragraph when required,  
range and correctness of vocabulary,  
accuracy of grammatical structures.

Please remember that it is compulsory to submit your assignments before you can take the Term End Exams. Also remember to keep a copy of your assignments with you and do take a receipt from your Study Centre when you submit the assignments. In the event that you do not have a study centre in your city/region, please forward it to “ **The Programme Coordinator, SOVET, Block No 15 E, First Floor, New Academic Building, IGNOU, Maidan Garhi, New Delhi 11068**

**Last Date for Submission of Assignment:**

**For June Exam**

**31<sup>st</sup> March**

**For December Exam**

**30<sup>th</sup> September**

**Good Luck!**

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Max. Marks: 100

**Answer all questions.**

**Each question carries 10 marks.**

1. Write an e-mail to all the members informing them about the date, time and place/venue of the Meeting regarding launch of a new marketing campaign of your company.
2. Develop a telephonic conversation with the secretary of HR Head of a big business house on the issue of Work Life Balance in MNCs.
3. A prospective client visits your showroom to buy a Maruti Suzuki car on installments. Write a dialogue with him explaining the features of the vehicle and the terms and conditions.
4. What are the salient features of a good customer service? How will you deal with a dissatisfied customer?
5. You are a group of four friends, interested in visiting Japan. You have seen an advertisement of Asia Travels on the web. Write an email to them to enquire about a one week trip to Japan. Ask about the following:
  - i.) Places you should visit
  - ii.) Accommodation
  - iii.) Transport/Air Fare
  - iv.) Total cost per head
6. How will you prepare yourself to be ready for a job in industry? What are the skills you would need to develop to be successful in your career?
7. Write a short conversation/dialogue of about 5 turns on the following:
  - i) Your childhood friend is visiting India after 10 years. Ask permission from your boss to attend his reunion party.
  - ii) You are called to deliver lecture on Presentation Skills in a group of students. Write briefly about your speech.
8. Fill in the blanks with appropriate adjective:
  - i.) Is he is a \_\_\_\_\_ man ?
  - ii.) Udit is \_\_\_\_\_ student.
  - iii.) It is a \_\_\_\_\_ magazine.
  - iv.) Sikkim is a very \_\_\_\_\_ place.
  - v.) American culture is \_\_\_\_\_ to India.
  - vi.) She has a \_\_\_\_\_ room.
  - vii.) Russians are very \_\_\_\_\_ people.
  - viii.) The conference rooms have \_\_\_\_\_ boards.
  - ix.) Dubai has \_\_\_\_\_ beaches.
  - x) It is a very \_\_\_\_\_ mobile phone.

9. What are the essentials of an enjoyable business travel? What tips would you like to give to air travelers?
10. Explain business etiquettes in Indian context. How does India compare with other countries in?
- i.) Greetings
  - ii.) Dress code
  - iii.) Punctuality
  - iv.) Body language
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