

English Communication/Communication Skills (BPOI-006)

**Diploma in Business Process Outsourcing
Finance and Accounting programme (DBPOFA)**

And

Certificate in Communication and IT Skills programme (CCITSK)

**ASSIGNMENT BOOKLET
(For Jan 2019 and July 2019 sessions)**



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

**Course BPOI-006: English Communication/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 110068**”

Last Date for Submission of Assignment:

For June Exam

31st March

For December Exam

30th September

Good Luck!

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Max. Marks: 100

Answer all questions.

1. Read the following passage and answer the questions given below :

A clothing style may start as a fashion, but its use becomes a custom if it is handed down from generation to generation. Today wearing long trousers is a custom for men in most countries. A fashion that quickly comes and goes is called a fad. Some people may become involved in faddish behaviour because fads get a lot of publicity.

Today people follow fashions for many reasons. For example they want others to think that they belong to a special class of society. New fashions may be adopted immediately by well known people including sports persons, film stars and political figures. Then, other people follow these fashions so that they can also look important. Some people think that fashionable clothes and surroundings raise their status in life.

- (a) How does a fashion become a custom? **2**
- (b) Why do some people follow fads? **2**
- (c) What are some of the reasons given for People to follow fashions? **2**
- (d) Who are the people who follow fashions immediately? **2**
- (e) Find words from the passage that mean the same as: **2**
 - 1)Habit
 - 2) At once

- 2. As the Senior Marketing Manager of your company, write an e-mail to all existing managers informing them about the new product recently launched by the company. (10)
- 3. As Director of an organization, draft a notice and agenda for a meeting of all Managers of the organization regarding the sudden drop in sales of their food item. (10)
- 4. Write an article on any one of the following: (10)
 - i) Health is wealth
 - ii) Global warming
 - iii) Why Education is important for all?
- 5. Complete the telephone conversation. Use the phrases in the box. (10)

Could you give her a message?	Could you give me your number?
Can you spell that, please?	Hold the line, please.
I'm sorry, she's away this week.	...could I have your name again?
Could you ask her to call me...	Could I speak to.....
Who's calling, please?	Thanks very much.

Receptionist: Good morning. Hari clothing. How can I help you?
Caller: Hello.....Ms. Nivedita Sen, please?
Receptionist:
Caller: It's Bhupendra Naidu.
Receptionist: Thank you. Let me check.
.....
Caller: Oh, no!.....
Receptionist: Yes, certainly.

Caller:next Monday?
 Receptionist: Yes, of course. I'm sorry,.....
 Caller: It's Naidu.
 Receptionist:
 Caller: It's N-a-i-d-u.
 Receptionist:
 Caller: 0-double 4, 2-2-1-7-4-7-0-2
 Receptionist: Right. Mr. Bhupendra Naidu on 0-double 4, 2-2-1-7-4-7-0-2.
 Caller: That's it. Good bye.
 Receptionist: Goodbye.

6. Fill the gaps with **in, on** or **at**. (10)

- i. There's a ticket machine.....the entrance to the metro station.
- ii. Rajiv Chowk metro station is.....the Yellow Line of Delhi Metro.
- iii. Chennai Metro Fares are calculated based the origin and destination stations using a fare chart.
- iv. Refundable deposit of ₹30 must be paid.....the time of purchasing the card.
- v. Raman found a swedish flag.....the South Pole.
- vi. There is snow.....Mt Everest throughout the year.
- vii. The mosquitoes that spread dengue usually bitedusk and dawn.
- viii. Nowadays cancer is endemic more than 100 countries.
- ix. Yesterday I sat..... a horse.
- x. Last week there was a fete..... my school.

7. Rewrite the following paragraph giving the correct forms of the verbs given in the brackets: (10)

Every day, my brother and I (i)
 (go) to college and my father (ii)
 (go) to office. Yesterday, there (iii)
 (be) no one in the house
 because my mother (iv)
 (go) to the market and the servant (v)
 (sleep) in his room. A thief (vi)
 (break) the lock and (vii)
 (Enter) our house. When I (viii)
 (come) home, my mother (ix)
 (Catch) that the thief (x)

8. Fill in the blanks with appropriate adjective: (10)

- i. Is he a _____ man?
- ii. He is a _____ boy.
- iii. It is an _____ book.
- iv. Russia is a very _____ country.
- v. Buddhist culture is _____ to India.
- vi. She has _____ house.
- vii. Americans are very _____ people.
- viii. The labs have _____ board.
- ix. The color of sand is _____ on Juhu Beach.
- x. It is a very _____ Mobile.

9. Mark the stressed syllables in the following words (10)

I	America	American
ii	Canada	Canadian
iii	Australia	Australian
iv	Austria	Austrian
v	Belgium	Belgian
vi	Brazil	Brazilian
vii	China	Chinese
viii	Germany	German
ix	Hungary	Hungarian
x	India	Indian

10. Write a short conversation/dialogue of about 5 turns on any **two** of the following:

- i) Your Father is going to retire on 31st of March 2019. Ask permission from your boss to attend his farewell party.
- ii) You are called to deliver lecture on “Drug abuse” in a college. Write briefly about your speech.
- iii) Express your regret & concern for your friend who has left for his heavenly abode & do write the response of other friends too.