

ASSIGNMENT BOOKLET

Course BPOI-006: English Communication Skills/Communication Skills

**Diploma in Business Process Outsourcing Finance and Accounting
programme**

(DBPOFA: Semester 2)

For **January 2024 Re-registration** session

For **July 2024 Re-registration** sessions



SCHOOL OF VOCATIONAL EDUCATION AND TRAINING (SOVET)

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

NEW DELHI-110 068

Course BPOI-006: English Communication Skills

DBPOFA 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 passage given below and answer the questions that follow:

As the climate in the Middle East changed beginning around 7000 B.C., conditions emerged that were conducive to a more complex and advanced form of civilization in both Egypt and Mesopotamia. The process began when the swampy valleys of the Nile in Egypt and of the Tigris and Euphrates Rivers in Mesopotamia became drier, producing riverine lands that were both habitable and fertile, and attracting settlers armed with the newly-developed techniques of agriculture. This migration was – further encouraged by the gradual transformation of the once hospitable grasslands of these regions into deserts. Human population became increasingly concentrated into pockets of settlement scattered along the banks of the great rivers.

These rivers profoundly shaped the way of life along their banks. In Mesopotamia, the management of water in conditions of unpredictable drought, flood and storm became the central economic and social challenge. Villagers began early to build simple earthworks, dikes, canals and ditches to control the waters and reduce the opposing dangers of drought during the dry season (usually the spring) and flooding at harvest time.

Such efforts required a degree of cooperation among large numbers of people that had not previously existed. The individual village containing only dozen or so houses and families, was economically vulnerable; but when several villages, probably under the direction of a council of elders, learned to share their human resources in the building of a coordinated network of water-control systems, the safety, stability, and prosperity of all improved. In this new cooperation, the seeds of the great Mesopotamia civilizations were being sown.

Answer the following questions

(2x5=10)

- (a) What was the impact of climate changes on the valleys of the Nile in Egypt and on the Tigris and Euphrates Rivers in Mesopotamia? How did these changes affect the advancement of civilizations?
- (b) Why did human population get concentrated along the river banks?
- (c) How did the settlers cope with the conditions of drought, floods and storms?
- (d) What were the factors that helped in bringing about stability, safety and prosperity?
- (e) Find words in the passage which mean the following:
 - (i) Suitable for people to live in
 - (ii) Long periods of time when there is little or no rain.

2. As PA to the Director of Education, write an e-mail to all the schools of the State to extend the winter holidays by one week due to the severe cold wave and increasing number of cases of viral fever. 10

3. You want to seek an appointment with the Financial Controller of a big business house. Develop a telephonic conversation with his/ her secretary. **10**
4. A prospective client visits your showroom to buy an Air conditioner on installments. Write a dialogue with him explaining the features of your products and the terms and conditions. **10**
5. Pick out the correct form of the verbs:
- i In the UK today, the number of women in work *reached/has reached* nearly 50% of the working population.
 - ii In the 1950s and early 1960s, very few women *went/have gone* out to work.
 - iii In those days, husbands often *didn't let/haven't let* their wives get jobs.
 - iv Today the situation *changed/has changed* a lot.
 - v In the 1970s, new laws *made/have made* employers offer women and men equal pay and conditions.
 - vi Several changes in the present law *gave/have given* women today better conditions than before.
 - vii However, women's average salaries at the moment *didn't rise/haven't risen* to average level of men's salaries.
 - viii This is partly because the biggest increase in work for women in the last 20 years *was/has been* in part-time jobs.
 - ix It is also because most of today's women *didn't climb/haven't climbed* to higher levels of management.
 - x Most of the women *didn't try/haven't tried* to do so either. **10**
6. You are a group of 4 friends, interested in visiting Lakshadweep. You have seen an advertisement of Sharp Travels on the web. Write an email to them to enquire about a one week trip to Lakshadweep. Ask about the following: **10**
- Places you should visit
 - Accommodation
 - Organization of sightseeing
 - Total cost per head
7. Write a short conversation/dialogue of about 5 turns on any **two** of the following:
- i) Your grandfather is flying in from London this afternoon and you need to leave early to pick him up from the airport. Ask permission from your boss.
 - ii) A friend says to you 'You look so tired'. Give reasons to your friend.
 - iii) Introduce your new colleague to others in the office. Say a few words about him/her. Also write about the response of the others in the office. **10**

8. 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 |
9. Fill in the blanks with appropriate preposition:
- i.) Are you aware ----- your responsibilities towards your work?
 - ii.) The taxi driver isn't sure ----- where he is going
 - iii.) If you get lost, go back ----- where you began.
 - iv.) That man is responsible ----- what his dog did.
 - v.) We get tired ----- hearing the same old jokes.
 - vi.) Manish graduated from St Mark's College in 2000. He hasn't seen his classmates ----- a long time.
 - vii.) Mary will arrive ----- 5O'clock -----Tuesday.
 - viii.) Mohan was born -----1963
 - ix.) The color ----- sand is white on Marine Beach. **10**
10. In response to an advertisement for the post of an HR Manager in a well-known company, write an application for the job. Also write a suitable CV. **10**