

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING - FINANCE AND
ACCOUNTING AND CERTIFICATE IN
COMMUNICATION AND SKILLS
(DBPOFA /CCITSK)**

Term-End Examination

December, 2013

BPOI-006 : ENGLISH COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 65

Note : Attempt all questions. Q No. 1 - 5 carry 10 marks each. Q. No. 6 carries 15 marks.

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

At the India PPP summit 2012 organised by FICCI on January 31, the Railway Minister, Dinesh Trivedi, emphasised on "de-politicisation" of Railways-a prerequisite for growth. He called for a national policy on Railways, which should continue irrespective of the government or railway minister of the day. Trivedi said that the policy should set forth a revenue model with emphasis on safety and passenger amenities. He also proposed an independent body, a Rail Fare Authority, to take decisions on railway fares without being influenced by political compulsions.

The implications are clear. Railways has been milked by many of his predecessors for political mileage, including Mamata, who used the ministry

as stepping stone to the Writers' Buildings in Kolkata. Before her, Lalu Prasad Yadav was lucky to ride a growth surge and also astute enough to leave railway administration to a dynamic bureaucrat, officer on special duty Sudhir Kumar.

The last minister to hike rail fares was Nitish Kumar in 2002-03. Fares have remained untouched since then. Railways' Rs. 16,000-crore loss is despite the Rs. 20,000-crore budgetary support for the year 2011-12 and approval for another Rs. 3000-crore loan by Finance Minister Pranab Mukherjee on February 6. This step is a drop in the ocean compared to the funds required to bring the railways back on track. Trivedi has said that railways need an infusion of Rs 14 lakh crore for capacity expansion and modernisation by 2020. By his own admission, Railways is still stuck in the "Stone Age". Trivedi says that what he has seen as minister is a matter of serious concern. "If we don't modernise Railways, then I don't think we can guarantee 100 percent safety," he says.

- (a) According to Dinesh Trivedi who should have the authority to decide the Railway fares ? 2
- (b) Complete the following statements by filling in the blanks.
- (i) The Railways should be modernised to ensure _____ . 2
- (ii) Growth in the Railways is possible only if _____ . 2
- (c) Explain the statement, "Railway has been milked by many of his (Trivedi's) predecessors." 2

- (d) Pick out words from the passage which are close in meaning to the following words
increase; inspite of 2
2. What is the role of a chairperson in conducting a meeting ? List at least five do's and don'ts that a chairperson has to observe for conducting a meeting effectively. 10
3. As a librarian of a Public Library write an e-mail to the defaulters to return the books borrowed by them, without further delay. 10
4. As a proprietor of a well known electronic show room you receive a call from a customer who is not happy with the office sales service. Develop a telephone conversation with him convencing him of better services in future. 10
5. What is small talk and why is it important ? Illustrate your answer by developing a small talk between two people who meet for the first time. 5+5=10
6. (a) Rewrite the following in the indirect speech. 5
- (i) "Life is not a bed of roses. There are many ups and downs at every stage but one should not lose heart," says the Saigune philosopher.
- (ii) "Where are my books ?" shouted Aditya, "I shall take everybody to task if I find even one of them missing".
- (iii) "Mom, please let me go for the trip to Goa. I will surely make up for the loss in studies after I return." said Aruna.
- (iv) The captain said, "we tried to give a good fight to the opponents team but alas we lost the match by one run"!

- (v) The Principal said to the secretary, "Please don't fix any appointment for tomorrow as I have a meeting with the Registrar."
- (b) Fill in the blanks choosing appropriate phrasal verbs given below. You may change the tense if needed. (run into, pass over, go up, put up, drop in) 5
- (i) These days I _____ with my cousin as my house is under repair.
- (ii) The driver loss control over the steering wheel and _____ the railing.
- (iii) He _____ in favour of a less experienced person so he decided to resign from the job.
- (iv) Next time when you come to Delhi please _____ for sometime.
- (v) The prices of food articles are _____ day by day.
- (c) Complete the following sentences with appropriate forms of adjectives : 5
- (i) There is nothing _____ than a cup of hot coffee. (refreshing)
- (ii) This time when I went to Mumbai I had the _____ experience of my life (bad).
- (iii) The Indian Airlines ticket was the _____ (expensive), so I decided to buy it.
- (iv) A laptop is _____ to handle than a type writer (easy).
- (v) He proved to be the _____ nut to crack. (hard)
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