

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

Term-End Examination

December, 2012

BPOI-006 : ENGLISH COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 65

Note : *Please answer all questions. Question No. 1 to 5 carry 10 marks each. Question No. 6 carries 15 marks.*

1. Read the passage given bellow and answer the questions that follow it :

An important aspect of socializing is small talk - informal conversation about things that are not important but establish your goodwill towards the other person and allow you to get to know him/her better. Light casual conversation or small talk happens all the time : between casual acquaintances, people travelling together on the same bus or train, people you meet in the course of your work etc.

The difference between socializing and chatting with your friends is that you have know your friends for a long time and can be open with

them while small talk is made with people you may not know at all or slightly. Therefore, while socializing you have to be careful about the topics you choose to talk about. Avoid subjects that can give offence and do not ask probing personal questions (about age, salary or marital status, for instance). Normally the conversation arises from the immediate surroundings : the weather, buildings and places, hotels, arrivals and departures, meals, entertainment the news of the day, etc. Very often the topics flow from the conversational context. The answers to questions and the comments that follow can provide a lead to the next topic. When someone makes small talk with you, do not give only monosyllabic ' Yes' or 'No' answers. Add an opinion, or comment or ask for the other person's opinion or feeling. This shows that you are interested and care about the other person.

Another important aspect of small talk is the timing - how long you should carry on with it. The simple answer is, not too long, particularly in a formal or business situation.

- (a) What is the aim of small talk ? 2
- (b) Why, do you think, subjects that give offence should be avoided during socializing ? 2
- (c) Point out one difference between chatting and small talk. 2

- (d) Why are simple 'Yes' or 'No' answers not suitable during small talk ? 2
- (e) List at least five topics that are safe for small talk. 2
2. Draft an Online complaint about the defective iPod you had purchased recently from the company's website. 10
3. Write an office order as Vice President (sales) asking your Senior Sales Manager to take additional charge of the Production Department for a month as the Head of that Department is going on leave. 10
4. Your friend has to chair a meeting in the organisation, suggest to him/her some of the things that he/she needs to do as Chairperson for conducting a smooth and successful meeting. 10
5. As the Publicity Manager of your company, write an e-mail to all the existing customers informing them about the new product recently launched by the company. 10
6. (a) Fill in the blanks by choosing the correct word from those given in the brackets : 5
- (i) Polish the _____ (floor/flour) nicely.
- (ii) After the fever, he is feeling very _____ (week, weak).

- (iii) The thief made a _____ (plane/plan) to steal the money.
- (iv) My dog lones to eat _____ (meet/meat)
- (v) The colour of _____ (send, sand) is white on Marina Beach.
- (b) Rewrite the following paragraph, giving the correct form of the verbs given in the brackets : 5

Every day, my sister and I __ (go) to college and my father __ (go) to office. Yesterday, there __ (be) no one in the house because my mother __ (go) to the market and the servant __ (sleep) in his room. A thief __ (break) the lock and __ (enter) our house. When I __ (reach) home, my mother __ (tell) me that the thief __ (steal) the T.V.

- (c) Fill in the gaps with appropriate prepositions: 5
- (i) Ravi graduated from St. Andrews college 1977. He hasn't seen his classmates _____ a long time.
- (ii) Shiela will arrive _____ 6 O'clock _____ Monday.
- (iii) Nikhil was born _____ 1967.
