

00202

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

**Term-End Examination**

**December, 2015**

**BPOI-006 : ENGLISH COMMUNICATION SKILLS**

*Time : 3 hours*

*Maximum Marks : 65*

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**Note :** (i) Answer *all* questions.

(ii) Question No 1 to 5 carry **10** marks each.

(iii) Question No 6 carries **15** marks.

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

In India working women lead a life of *dual* responsibilities if they are married and have a family. In the West many women are *hard-headed careerists* and are committed to their jobs. Here in India women still have *traditional* roles to fulfil and prefer a career to avoid domestic *drudgery*.

There are four categories of working women in India. Some work while they are waiting for *matrimony*. A majority work because they are qualified, want a second income and a different

kind of life for part of the day. A small section consists of career - women. A sizeable section of women are *bread - winners*.

It is quite apparent that with a majority of working women the family *takes precedence* over the job. They prefer to stay in joint families where their children can be taken care of while they are at work. When they come back in the evenings from the relatively modern surroundings of their work-spots, their personalities have to undergo a change to accommodate the demands of their time and attention by different family members whose *predominant* feelings are of having been neglected. These women often do their shopping on the way from office. They reserve their weekends for heavy housework which will help them to cope with the rest of the week with relatively less tension. Weekends are also reserved for spending time with their spouses and children, for entertainment, family duties, visits and other such endless *chores*. Actually speaking they hardly have time for personal needs.

Despite the freedom and confidence of their jobs and pay packets, working women still prefer to leave the financial decision - making and budgeting to their husbands. They are unwilling to compromise on their dual burdens and prefer jobs with *flexible* timings. They are not unduly fashion - conscious but take pride in *graceful* clothing. Indian working women are managing their double roles admirably.

- (a) What is the difference between the attitude of working women in India and those in the west ?

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- (b) What do you understand by the term 'hard - headed careerist' ? 1
- (c) What advantages do working women staying in joint families have ? 2
- (d) In what ways do Indian working women lead a life of dual responsibility ? 2
- (e) Complete the sentence. 1  
In many families with successful women the decisions are still taken by the \_\_\_\_\_.
- (f) Find words in the passage which mean the same as : 2
- (i) Obvious
- (ii) Ordinary everyday work in the home
2. You have not received your PAN (Permanent Account Number) card for which you had applied six month back. Write an online reminder to the concerned authority regarding the non-receipt of the PAN card. 10
3. "Presentations are not just about well researched and painstakingly gathered material, they are a lot about how you combine the human element with the content, to reach out and connect". In the light of the above statement discuss the essential features of a good presentation. 10
4. What is the difference between a portfolio and a resume ? How would you prepare a portfolio before appearing for an interview ? 4+6=10
5. Describe the duties of a chairperson during the conduct of a meeting. 10

6. (a) Frame questions to which the following may be answers. 5
- (i) I have been living in Delhi since 2007.
  - (ii) I like action movies.
  - (iii) I visited this place six months ago.
  - (iv) I return home by 6 o'clock.
  - (v) I spent the weekend with my family.
- (b) Rewrite the following sentences correctly. 5
- (i) I can't cope up with the stress of modern life.
  - (ii) No sooner did I reach the station when the train left.
  - (iii) You can't get good marks unless you don't work hard.
  - (iv) One should not look down on poor.
  - (v) Ganga is a holy river.
- (c) Fill in the blanks, choosing the correct form of the verb from those given in brackets. 5
- (i) I \_\_\_\_\_ (live, have lived) in this house for almost three years.
  - (ii) Neither of us \_\_\_\_\_ (was, were) happy to see the result.
  - (iii) The child \_\_\_\_\_ (has broken, broke) the window pane when he was playing with a ball.
  - (iv) I \_\_\_\_\_ (have known, have been knowing) him for a long time.
  - (v) When I was young my mother \_\_\_\_\_ (used to read, had read) stories aloud to me.
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