

BACHELOR'S DEGREE PROGRAMME

Term-End Examination

December, 2017

00265

ELECTIVE COURSE : ENGLISH

**BEGE-104 : ENGLISH FOR BUSINESS
COMMUNICATION (EBC)**

Time : 3 hours

Maximum Marks : 100

Note : Answer *all* questions.

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

One key to getting along well with people is knowing when to say you're sorry. Sometimes little comments or actions can hurt or offend others. Heavy workloads and stress may keep us from seeing how our actions make others feel. The little things can add up. It doesn't take long for someone to hold a grudge and for grudges to grow into conflicts. In most cases, if someone is offended by something you do or say, it's much better to apologize right away. That solves the small problem and keeps it from getting bigger.

It's hard to apologize. Many of us are ashamed or have too much pride. Sometimes we just don't know how to do it. Here are some tips that may make it easier to say you're sorry.

Take responsibility. The first step in apologizing is to admit to yourself that you have offended someone. You may know this right away, or the other person's reaction may let you know you have done something hurtful. But you must admit you have done wrong and accept responsibility for your actions.

Explain. It's important to let the person you hurt know that you didn't mean to do harm. At the same time, you must show that you take your mistake seriously. Recognize that your actions caused a problem for the other person.

Show your regret. The other person needs to see that you have suffered, too. Come right out and say you are sorry or ashamed : "I felt bad the minute I told your secret. I'm ashamed of myself."

Repair the damage. To be complete, an apology must correct the injury. If you damaged someone's property, offer to fix it. If the damage isn't so obvious, ask, "What can I do to make it up to you ?" There may be nothing concrete you can do, but the offer must be sincere : "I'll try to keep my mouth shut in the future. Meantime, let me buy you a cup of coffee." Another way to repair the damage is to send a note or a small gift.

Use good timing. Apologize right away for little things. For example, if you bump into someone, say you're sorry right away. Don't wait until the next day to apologize. However, if you have done something more serious, like insult a friend, your apology should be more thoughtful. A quick apology might seem phony. Take the time to sit down, look the person in the eye, and apologize honestly.

Remember, it's not about who "won" or who "lost". It's about keeping a strong friendship.

Answer the following questions in your own words :

- (a) (i) ~~What is important~~ in getting along with people ? 2
- (ii) Why is it important to apologize right away in most cases ? 2
- (iii) Why do some people find it hard to apologize ? 2
- (iv) What is a good way to apologize for
- (1) a small thing ?
- (2) a bigger thing ? 2
- (v) Give a suitable title to the passage. Give reasons for your choice. 2
- (b) Which new tips did you learn from the article ? Write a short paragraph narrating an incident where you didn't apologize and lost a friend. 5
- (c) Make sentences with the following words/phrases from the passage : 5
- (i) stress
- (ii) accept responsibility
- (iii) regret
- (iv) apologize honestly
- (v) strong friendship

2. (a) Complete the following sentences using the correct forms of the verbs given in the brackets :

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- (i) Neither Sita nor Rita _____ present at the function. (was/were)
- (ii) Something _____ amiss in this room. (seem/seems)
- (iii) Rabies _____ caused by the bite of a mad dog. (is/are)
- (iv) He or his sister _____ going to come. (is/are)
- (v) The result of your efforts _____ as yet unknown. (is/are)
- (vi) Mehra and Sons _____ a famous jewelry store in Delhi. (is/are)
- (vii) The cars _____ parked on the street ahead. (is/are)
- (viii) The carpet _____ a lot of stains. (has/have)
- (ix) The Trade Union Members' Meeting _____ being held in the Conference Room. (is/are)
- (x) Either this woman or that man _____ stolen the watch. (has/have)

(b) Fill in the blanks with suitable articles.

(a, an, the, zero)

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(i) _____ people often say that _____ writer's life is unimportant, and all that matters is in _____ books. That is usually _____ exaggeration. _____ books are important but _____ lives are important too.

(ii) _____ mangoes are selling at ₹ 40 _____ kilo.

(iii) "Is this _____ book you were telling me about?"

"Yes, it is about _____ life of Queen Victoria."

3. You have not received your PAN (Permanent Account Number) card for which you had applied six months back. Write an online reminder to the concerned authority regarding the non-receipt of the PAN card.

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4. What is the difference between a portfolio and a resumé ? How would you prepare a portfolio before appearing for an interview ? Write briefly the points you would include in your portfolio.

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5. Describe the duties of a chairperson during the conduct of a meeting.

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6. We all have to face interviews at some point or the other in our lives. How do we prepare for an interview ? What are the items that we will take with us to the interview and when and how will we present them during the interview ?

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BACHELOR'S DEGREE PROGRAMME**Term-End Examination****December, 2017****ELECTIVE COURSE : ENGLISH****EEG-04 : ENGLISH FOR PRACTICAL PURPOSES***Time : 3 hours**Maximum Marks : 100*

Note : Attempt *all* questions. All questions carry equal marks.

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

Despite the fact that too much fat can be harmful, a moderate fat intake is actually essential for the maintenance of good health. Some of the symptoms of fat deficiency include flaking skin, emaciation, reduced functioning of the immune system and fertility problems. Recent studies have linked fat-free diets to

increased stress and aggression. In fact, those who try to eliminate fat completely from their food intake may be at risk of eating disorders. A small amount of fat in a meal will produce a feeling of satiation which lasts much longer than the sensation of fullness produced by protein or carbohydrates. At least two spoons of fat per day is needed for the digestive system to absorb vitamins A, D, E and K, which are fat soluble. These vitamins are essential for healthy hair, skin, teeth and eyes. Without the ability to absorb these vitamins, children run the risk of developmental and neurological disorders. Adults need these vitamins to manufacture fertility hormones.

Some types of fats actually reduce harmful cholesterol levels. Polysaturated fats such as corn, soyabean and sesame oil and monosaturated fats like chicken fat and olive oil, seem to lower blood cholesterol, while saturated fats — those found in red meat, dairy products and tropical oils seem to raise the level of the kind of cholesterol that accumulates like plaque on arterial walls. Paying attention to the type of fat consumed is just as important as reducing total fat intake.

(a) Answer the following questions briefly : $5 \times 2 = 10$

- (i) What is the harm caused by the deficiency of fat in food ?
- (ii) How does a small intake of fat help the functioning of the body ?
- (iii) Mention two adverse effects of a total fat-free diet.
- (iv) Between dairy products and soyabean, which one would you prefer and why ?
- (v) Suggest a suitable title for the passage.

(b) State whether the following statements are *true* or *false* (T/F) :

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- (i) Even a small intake of fat is harmful.
- (ii) An absolute fat-free diet leads to perfect health.
- (iii) Deficiency of vitamins A, D, E, and K causes hair, skin and teeth problems.
- (iv) All types of cholesterol are bad for health.
- (v) Vitamins A, D, E and K can be absorbed only if we exercise.

(c) Find words in the passage which mean the same as the following words/phrases : 5

- (i) being thin and weak
- (ii) build up
- (iii) feeling of being completely full
- (iv) to remove
- (v) necessary

2. Write a dialogue, in about 10 turns, between two friends discussing what they would like to do in their lives after completing their education. 20

3. Recently, when you visited the Taj Mahal at Agra you were extremely disappointed to see the deplorable conditions prevailing there. Write a letter to the Government of Uttar Pradesh for improving the situation. 20

You may touch upon the following points :

- (a) The deterioration in the condition of the Taj
- (b) Unhygienic surroundings
- (c) Lack of law and order
- (d) Apathy on the part of local authorities

4. Write an essay on any **one** of the following in about 250 words : 20

- (a) Pollution control is the greatest need of the day
- (b) English should continue to stay in India
- (c) Preparing for an interview

5. (a) Rewrite the following sentences correctly : 5

- (i) You need not drive in the middle of the road.
- (ii) It is exactly 6 o'clock in my watch.
- (iii) He is one of those who believe in God.
- (iv) Although her performance was good but she could not win the prize.
- (v) I shall see you when I will come back.

(b) Write the following sentences in the passive voice : 5

- (i) My father gave me this book.
- (ii) She offered a glass of juice to her brother.
- (iii) My grandfather built this house.
- (iv) I finished my paper before the bell rang.
- (v) These days stray dogs are biting many people.

(c) Rewrite the following sentences in indirect/reported speech : 5

- (i) Reena said, "Karuna, when did you return from Kolkata ?"
- (ii) "Have you brought your English Reader ?", said the teacher.
- (iii) Rani said, "I want to go for a long holiday because I am very tired."
- (iv) Father said, "Rohan, do you know why Japan is called the Land of the Rising Sun ?"
- (v) Mother said, "Simmi, have you locked the door properly ?"

(d) Do as directed : 5

- (i) It's a beautiful flower. (Rewrite as an exclamatory sentence)
 - (ii) She has been living in Delhi _____ 2012. (Fill in the blank with an appropriate preposition)
 - (iii) If I go to Mumbai, I _____ (would, will) visit you. (Fill in the blank choosing the correct option)
 - (iv) The Taj _____ (has been, was) built in the memory of Mumtaz Mahal. (Fill in the blank choosing the correct option)
 - (v) You were born in Nagpur, _____ ? (Add a question tag)
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