

**BACHELOR'S DEGREE PROGRAMME**

**Term-End Examination**

**December, 2018**

**ELECTIVE COURSE : ENGLISH**

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

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : All eight questions are compulsory.*

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

English is far more world-wide in its distribution than all other spoken languages. It is an official language in 52 countries as well as many small colonies and territories. In addition, 1/4 to 1/3 of the people in the world understand and speak English to some degree. It has become the most useful language to learn for international travel and is now the accepted language of diplomacy. In 2001, the 189 member countries in the United Nations were asked what language they wish to use for communication with embassies from other countries. More than 120 chose English, 40 selected French, and 20

wanted to use Spanish. Those who wanted English to be the common language included all of the former Soviet republics, Vietnam and most of the Arab world. English is also the dominant language in electronic communication, particularly on the Internet. However, the percentage of Internet users who are not native English speakers is increasing rapidly, especially in Asia.

- (a) Which of the following best describes the theme of the passage ? 2
- (i) The usefulness of English language for international travel
  - (ii) The popularity of English language across the globe
  - (iii) The competition of English language with other world languages
- (b) What do these numbers refer to ? Write out your answers in complete sentences. 3
- (i) 52
  - (ii) 189
  - (iii) 120
- (c) Enlist the areas of work/communication from the passage in which English is popularly used in the world. 4
- (d) Find words in the passage which have the opposite meaning to the words below : 3
- (i) Foreign
  - (ii) Local
  - (iii) Exclude

2. (a) What are the advantages of preparing a portfolio ? What should a portfolio include ? 6
- (b) Write a job application for a job of your choice. 6
- (c) Fill in the blanks with the correct question words for the following interview questions : 4
- (i) \_\_\_\_\_ is your educational qualification ?
- (ii) \_\_\_\_\_ long did you work with your last company ?
- (iii) \_\_\_\_\_ are you interested in joining our institution ?
- (iv) \_\_\_\_\_ can you join our office ?
3. (a) What would you say in the following situations : 4
- (i) Greet someone you are meeting after a long time.
- (ii) Ask someone for directions to a place you need to go to for your business appointment.
- (iii) Inform a receptionist about the person you have come to meet.
- (iv) Ask for a glass of water while you are waiting to be called in.
- (b) You are going to Noida to attend a seminar. The organizers have asked you to send them a brief profile of yourself. Write the profile. 6
4. (a) Why is it important to prepare for a telephone call you make for business purpose ? 6

- (b) Make meaningful sentences with the following expressions you would use in making or receiving telephone calls ? 4
- (i) Take a message
  - (ii) Hold the line
  - (iii) Call back
  - (iv) Put you through

5. (a) Write an email to your boss asking him/her for leave on Monday. 5

(b) Your boss has asked you to organize a meeting next week to take an update on the progress of a project given to your team. Write a memo informing your team members about the date, time, venue and purpose of the meeting. 5

6. (a) Fill up the blanks with suitable words to complete this email. 5

\_\_\_\_\_ Beena

Could you \_\_\_\_\_ send the press cuttings of all articles published about our company in your local newspapers in the last six months ? I \_\_\_\_\_ the information for an article for our newsletter. I would \_\_\_\_\_ if you could send me the information by next Friday.

\_\_\_\_\_ Arun

(b) Write a letter to a customer to tell him about a new product that has been launched by your company. 5

7. (a) You want to reorganize your office in order to improve the quality of work done there. Write a proposal to your boss suggesting the changes you wish to make and how they will help you to function better. 10

**OR**

- (b) A large number of people from your department have been taking leave frequently. You have made a study of the problem. Write a report for your Manager.
8. (a) Make six slides for a presentation on any topic of your choice. 6
- (b) What is the best way to prepare for questions from the audience during or after your presentation? 6
9. Write five sentences about the role of the chairperson of a meeting. What preparation should the participants do before a meeting? 5+5
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*Note : Answer **all** questions.*

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

Madame Marie Curie was one of the first woman scientists and one of the great scientists of the 20<sup>th</sup> century. She discovered radium and paved the way for nuclear physics and cancer therapy. Madame Curie was born in 1867 in Warsaw, Poland. Marie went to Paris, France, to study physics, mathematics and chemistry, where she met Pierre Curie, who was a professor in the School of Physics. They were married in 1895. She received her Doctor of Science Degree

and after Pierre Curie's death, she became the first woman Professor of General Physics in the Faculty of Sciences.

Handling minerals, Madame Curie noticed that Thorium was radioactive. Pierre had tested radium on his skin, which caused a burn. They realized radium's effect on humans and Madame Curie and Pierre Curie won the Nobel Prize for Physics in 1903 for their study of radium. Madame Curie also received the Nobel Prize for Chemistry in 1911 for her study of radioactivity.

Madame Curie had to fight prejudices of her time. When in 1910 Madame Curie competed for the membership of the Academy of Sciences, it was an all male society. In 1911, Madame Curie lost her bid for membership in the Academy of Sciences. She was furious and never tried to join again. It was not until 1979 that the Academy of Sciences could accept a woman.

After having been exposed, in her research, to incredible levels of radiation, Madame Curie developed leukemia and died on 4 July, 1934 in France. Madame Curie was the only woman laid to rest alongside Victor Hugo and other great figures under the famous dome of the Pantheon in Paris for her own merits.

(a) State whether the following statements are *True or False (T/F)* : 10

- (i) Marie Curie was born in France.
- (ii) The discovery of radium is a great help in the treatment of cancer.
- (iii) Pierre Curie was the first professor in the School of Physics.
- (iv) Marie and Pierre Curie were given the Nobel Prize for Chemistry.
- (v) In the early 20<sup>th</sup> century, women were not accepted in the Academy of Sciences.

(b) Answer the following questions briefly : 10

- (i) What was common between Marie Curie and her husband ?
- (ii) What is the effect of radium on human skin ?



- (iii) Complete the statement by choosing the appropriate answer.

Marie Curie died of Leukemia because \_\_\_\_\_

- A. she worked very hard.
  - B. she had excessively exposed herself to radiation.
  - C. she did not bother about her health.
  - D. she did not have immunity.
- (iv) Bring out the difference between *effect* and *affect* by using them in two separate sentences.
- (v) Give a suitable title to the passage.

2. In response to an advertisement in *The Hindustan Times*, for the post of a Senior Manager in the Human Resource Department of a reputed company, write a job application and also attach your C.V., for the requirement of the job. 20

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

- (a) How you see India after ten years.
- (b) Population control is the answer to all our problems.
- (c) Say no to Plastic.

4. Write a dialogue between a Bank Manager and a Client who wants a loan of ₹ ten lakh for studying abroad but does not have a guarantor. 20

5. (a) Rewrite the following sentences in Indirect Speech : 5

(i) The teacher said, "Rajan, why have you not completed your homework ?

(ii) He says, "I like milk".

(iii) The teacher said, "Water boils at 100° Celsius".

(iv) She said, "I will go to Lucknow tomorrow".

(v) Lata said to Shiv, "I am very happy to see you after such a long time".

(b) Frame questions to which the following may be answers : 5

(i) The school closes at 2:30 pm.

(ii) My father gave me a watch on my birthday.

(iii) Mr. Sharma teaches us English.

(iv) I reached late because the bus broke down on the way.

(v) The train left at 4 o'clock.

- (c) Fill in the blanks using the appropriate form of the verbs given in brackets :

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Last Sunday I 1 (go) to Aryan's birthday party. When I 2 (reach) there, all my friends 3 (have) already 4 (arrive). Aryan's parents 5 (be) not at home, they 6 (go) to the market. Before going Aryan's mother had 7 (ask) the servant to serve cold drinks to everybody. We 8 (play) games. Aryan 9 (look) very happy. We 10 (eat) dinner at 9 pm and returned home.

- (d) Rewrite the following sentences in the passive voice :

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- (i) The accountant prepared the report carefully.
- (ii) I and Zoya checked all the figures.
- (iii) The guard tossed the ball to the man in the corner.
- (iv) Everybody appreciated the chairman's speech.
- (v) They have recognised the services of all the hardworking people.