

**CERTIFICATE PROGRAMME IN
FUNCTIONAL ENGLISH (CFE)**

Term-End Examination

02051

December, 2018

BEG-006 : JOINING THE WORKFORCE

Time : 3 hours

Maximum Marks : 100

Note : *There are **seven** questions. All questions are **compulsory**.*

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

Gossip or 'chit-chat', like group discussion, can take place between two or more persons in a reasonable group. But it differs from group discussion in many respects. First, chit-chat is a pastime. People often enter into a chit-chat just to 'kill time'. Next there are no hard and fast rules for participating in such talks. Moreover, it is not a very disciplined and concerted talk, and there is no fixed topic for discussion. Chit-chat may shift from topic to topic and no one particular topic may be focused upon, developed or closed properly; and no conclusions may be drawn. Finally, chit-chat comes to an end when

it is time to disperse or when interest of the participants wanes or their attention is distracted. (Para 1)

Debates also differ from group discussion in many respects. No doubt, there is a topic for debate but the participants come to take part with pre-formed positions, their views and opinions are pre-determined and they fiercely defend them. In fact, the participants are virtually divided into two parties or groups : one, those who are in favour of the subject, and the others who are against the topic. They have no intention to enter into a joint enquiry and there is no scope for a free and open discussion. The session may end in victory/defeat or in a stand-off where the two sides still maintain their original positions on the topic. (Para 2)

Students are trained to participate in debates in schools and colleges. You may be quite familiar with what these are and how they are organised and made orderly in a school environment. But in reality, these can be quite disorderly and disorganised in spite of best efforts, and can get quite acrimonious on some occasions. (Para 3)

Answer the following questions :

- (a) (i) Give an appropriate title to the passage. 1
- (ii) In what sense is 'chit-chat' not a well-organized activity? 2
- (iii) Describe briefly, the difference between 'Debate' as organised in school and 'Debate' in real life situations. 2
- (b) Find the words/phrases/expressions in the passage that have similar meaning to those given below : 10
- (i) fixed rules
- (ii) change
- (iii) decreases
- (iv) unable to concentrate
- (v) in many ways
- (vi) desire
- (vii) failure
- (viii) planned
- (ix) full of hostility
- (x) situations

(c) Give opposites of the following words from the passage : 5

- (i) often
- (ii) disciplined
- (iii) in favour
- (iv) familiar
- (v) end

(d) Use the following words/phrases in sentences of your own : 5

- (i) pastime
- (ii) focused upon
- (iii) differ
- (iv) in favour of
- (v) orderly

2. Answer the following questions :

(a) People often use non-text information such as graphs, pie-charts, etc. in their presentation. Describe how such visual aids add to the effectiveness of one's presentation. 5

- (b) Write a message based on an understanding of the dialogue given : 5

The telephone rings and you pick up the phone and say 'hello'.

Caller : Good morning. May I speak to Mohini, please ?

You : I'm afraid she's not in at the moment. May I know who's calling ?

Caller : I'm Shweta, a classmate of hers. When is she expected back ?

You : Sorry, I've no idea. Would you like to leave a message ?

Caller : Please tell her to call me back. She has my number.

You : I will. Anything else ?

Caller : No, thank you. Bye.

- (c) Write a short paragraph on the ability to work in a team. Describe why this skill is important at any modern workplace today. 5

3. What would you say in the following situations ?

Use appropriate and polite forms and other expressions.

(a) You are visiting IGNOU (Regional office) to enquire about non-receipt of some reading material of your course. (Write in dialogue form) 5

(b) You are in a new area far from your place and need to buy a postal order to submit your application for a job. You meet a passer-by. Enquire about the way to the nearest post office. (Write in a dialogue form) 5

(c) You have received an interview call from a company. Write an e-mail to the company confirming that you would attend the interview. 5

4. (a) Fill in the blanks with suitable prepositions : 5

(i) We are proud _____ our association with you.

(ii) These children go to school _____ foot everyday.

(iii) She has just recovered _____ a long illness.

(iv) We must make people aware _____ this danger.

(v) People don't have much faith _____ this party.

(b) Fill in the blanks with the correct phrasal verbs from the options given below :

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(i) The Union has decided to _____ the strike.

(1) call out

(2) call off

(3) call over

(4) call in

(ii) The new teacher is trying to _____ the problems one faces in any new job.

(1) get over

(2) get up

(3) get on

(4) get round

(iii) The government has decided to _____ the gang leader.

- (1) go against
- (2) go through
- (3) go after
- (4) go up

(iv) Cholera usually _____ during this period.

- (1) breaks in
- (2) breaks up
- (3) breaks down
- (4) breaks out

(v) An American multinational has now _____ our company.

- (1) taken up
- (2) taken away
- (3) taken in
- (4) taken over

5. (a) Fill in the blanks in the following sentences with appropriate words choosing from the ones given in the box. There is an extra word. You may change the form of the word. 5

purse	boring	ruin
task	differ	big

Probably the most important piece of electrical equipment to become widely used in the last few decades is the dishwasher. Washing up by hand is not only a time consuming (i), but also an extremely (ii) one, particularly when you are on your own, and it also (iii) your hands. Dishwashers come in a range of (iv) sizes and models to suit your (v), the size of your family, and the layout of your kitchen.

- (b) Fill in the blanks in the following sentences choosing the most appropriate words from the ones given in the brackets : 10

(i) We all _____ not be allowed to take the test unless we pay the dues.
(should, would, must)

(ii) How _____ you expect to reach on time if you do not take the metro ?
(must, ought to, can)

- (iii) If you want us to work on Sunday, then you _____ give us Monday off. (would, must, may)
- (iv) _____ you close the door, please ? (Should, Might, Could)
- (v) The messenger met with an accident, otherwise he _____ have reached us on time. (ought to, would, must)
- (vi) What _____ you have done if you were in this situation ? (may, would, must)
- (vii) I see that you _____ repair the puncture. (can, might, should)
- (viii) Helen _____ speak French when she was just 5-years old. (should, may, could)
- (ix) The farmers _____ grow good crops in this area before the irrigation scheme was implemented. (cannot, might not, could not)
- (x) The little girl _____ always wish us whenever we passed by her house. (should, can, would)

6. You are applying for a job and need someone to write a reference for you. Write a letter to your former teacher and request him/her to write a reference for you. In your letter,
- (a) Remind him/her who you are;
 - (b) Describe the job you are applying for;
 - (c) Explain why you want him/her to write a reference for you. 10
7. You had recently booked a holiday package with a company. But you were not satisfied with some of the arrangements they made. Write a letter to the company. In your letter,
- (a) Give details of the package you booked;
 - (b) Explain the part of the package you were not satisfied with;
 - (c) Suggest what you want the company to do. 10
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