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

Term-End Examination

December, 2018

BPOI-006 : ENGLISH COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 65

*Note : Answer all questions. Question No 1 to 5 are of
10 marks each. Question No. 6 is of 15 marks.*

1. Read the following passage and answer the questions given below it. 5x2=10

The Art of Theater

The means by which an art form presents its message is referred to as the medium. Thus, sound produced by instruments or human voices is the medium of music. Paint on canvas or paper is the medium of painting. For literature, the medium is written language. For theater, it is a story performed by actors on a stage.

Drama is sometimes seen as a branch of literature because plays, like literature, are often printed in book form. However, there is an important difference between the two forms. Unlike a novel, a play is written to be performed, and the script of a play is not a finished work; it

is an outline for a performance. The physical production of the play - the scenery, lighting, and costumes-will affect the performance, and so will the actors. How the actors interpret their roles greatly influences the play's effect on the audience.

The basic encounter in theater is between the performers and the audience. This is a special type of encounter because the performers are playing other people, characters. Moreover, the characters are part of a human story that has been written by a dramatist. *This combination of elements distinguishes theater from other art forms.*

Theater has several other distinctive characteristics. *First*, the subject-matter of theater is always human beings. *Second* theater is universal-there is an impulse toward creating theater in all societies. *Third*, theater is transitory in nature - a play is an event that occurs through time. *Finally*, theater is set apart by its basic elements : audience, performers, director, dramatist, purpose, viewpoint and setting.

- (a) What is common between music, painting and literature ?
- (b) Why does the writer say that the script of a play is not a finished work ?
- (c) In what way do actors influence the effect of a play ?
- (d) Mention any two distinctive characteristics of theater.
- (e) Pick out the antonyms of the following words, from the passage.
 - (i) Seldom
 - (ii) Similarity

2. You are head of the H.R. dept. in the Telephone Exchange. A subscriber has complained regarding an inflated telephone bill received by him. Write a telephone conversation with the subscriber, in a total of ten turns. 10
3. You are applying for the job of an accounts officer in an organisation, in response to an advertisement in a leading daily. Write an application along with an appropriate CV of your self. 10
4. As a Bank Manager you have received a request letter from a customer to waive off the penal interest imposed on him for delayed payment of the EMIS of the loan taken by him. Write your reply saying that you are authorized to waive off only 25% of the penal interest. 10
5. As incharge of the production section in a leather shoe factory write a report regarding the fall of production due to the shortage of raw material labour problem and also the decline in sales in the last quarter. 10
6. (a) Frame question to which the following may be answers. 5
- (i) My father was a doctor.
 - (ii) The company made a profit of 20 crores in the last year.
 - (iii) I am going to Lucknow in the summer holidays. (Begin with ' Where)
 - (iv) He took twenty days' leave last year. (Begin with ' How)
 - (v) No, I have never been abroad.

- (b) Rewrite the following sentence in the passive voice. 5
- (i) I have clarified my stand long back.
 - (ii) The terrorists are killing innocent people.
 - (iii) The invigilator did not allow the candidates to leave the examination hall early.
 - (iv) The vice chairman is going to preside over the meeting.
 - (v) Ten foreign delegates attended the conference.
- (c) Fill in the blanks in the following sentences choosing the appropriate verbs from the ones given in brackets. 5
- (i) The number of visitors _____ (were, was) much larger than expected.
 - (ii) If you _____ (won, win) the lottery you would be a rich man.
 - (iii) Each of the laboratories _____ (is, are) well equipped.
 - (iv) The poets and the dramatists _____ (are, is) being honoured.
 - (v) Ten miles _____ (are, is) a long distance to cover on foot.
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