

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

**Term-End Examination,**

**December 2019**

**BEG-006: JOINING THE WORKFORCE**

*Time : 3 Hours]*

*[Maximum Marks : 100*

*Note : (i) There are seven questions.*

*(ii) All questions are compulsory.*

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

Job-seekers need to learn the culture, traditions and the ways of social interaction in the society in which they want to work because meaning is not conveyed only through the words we use while talking to others. Research shows that much of the meaning is conveyed through tone, volume, posture, eye contact and facial expression. This has interesting implications for all of us in our day to day life as well. (Para 1)

Ways of social interaction and communication differ from society to society. Among farming communities speaking loudly is acceptable behaviour. People call out to each other loudly and thump each other on the back on happy occasions or when they are among equals. People at the workplace, however, use more subdued tones and gestures. (Para 2)

(2)

Similarly, notions of public and private spaces also differ. Europeans dislike touching the body above the fore arm but arabs greet each other with a warm embrace. In eastern cultures, touch is associated with warmth, comfort and empathy. However, since touch is also associated with intimacy, there are restrictions imposed by tradition as to who could touch whom, when and in what circumstances. (Para 3)

There may also be differences in the way communication functions are performed. A given communication function may be fulfilled verbally in one society. In another, there may be nonverbal means available and the function is performed by a gesture or facial expression. (Para 4)

- a) Answer the following questions :
- i) Give an appropriate title to the passage. 2
  - ii) Describe the different things that help us convey messages in our interaction with others. 3
  - iii) Why do you think it is important to learn culture and traditions of the society in which one wants to work? 3
- b) Find the words/phrases/expressions in the passage that have similar meaning to those given below. 2
- i) Movement of the hand or head. (Para 2)
  - ii) Being close and familiar (para 3)
- c) Give opposites of the following words from the passage. 5
- i) Interesting
  - ii) Differences
  - iii) Acceptable
  - iv) Dislike
  - v) Available

(3)

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

- i) convey
- ii) Interaction
- iii) Circumstances
- iv) Perform
- v) Expression

2. Answer the following questions :

a) What is a Portfolio? How does it differ from a resume? Why is it important for job-seekers to build a portfolio? 10

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

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

Caller : Good morning. Can I speak to Dr.Soni, please?

You : May I know who's calling?

Caller : I'm Vanita from South extension.

You : I'm Afraid she's in a meeting. Any message for her?

Caller : I'm supposed to meet her at eleven tomorrow morning. But owing to some urgent engagement I'll not be able to come at eleven.Could I instead meet her at three in the afternoon?

You : Let me check if she's free.

Caller : Please.

You : Yes, she's free. I'm fixing it at three. Fine?

Caller : So nice of you. Thanks.

(4)

- c) Computer literacy is very essential at every work place today. To what extent do you agree? 5
3. What would you say in the following situations? Use appropriate polite forms and other expressions.
- a) While travelling to office you lost your brief case in a public bus. You go to the police post to lodge a complaint. Say what happened and give details of the brief case etc. (write in dialogue form). 5
- b) You have received an interview call for a post from a company in Delhi. Ring up your friend in Delhi. Tell him/her about it and seek his/her advice on how to reach the venue. (write in dialogue form). 5
- c) You have been asked by a company to come for a group discussion. Write an email to the company confirming that you would come for the occasion. 5
4. a) Fill in the blanks with suitable prepositions : 5
- i) Could you please confirm your order \_\_\_\_\_ writing?
- ii) This train departs \_\_\_\_ New Delhi station.
- iii) Addiction \_\_\_\_ drugs can ruin one's life.
- iv) He is not even ashamed \_\_\_\_ his conduct.
- v) A police man rescued the child \_\_\_\_\_ danger.
- b) Fill in the blanks with an appropriate phrasal verb from those given below. (These are two extra phrasal verbs) make changes in the form of the verb, where necessary. 5
- bring about, come out, let down, draw up , let off, show up, takeover.
- i) When does the next issue of this magazine \_\_\_?
- ii) We were not surprised when he didn't \_\_\_\_ at the meeting.

(5)

- iii) This agreement has been \_\_\_\_ by our lawyer.
- iv) A new management has \_\_\_\_ this company.
- v) I was \_\_\_\_ by one of my friends.

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, where necessary. 5

Gestures aren't the only area in which the unwary traveller can get tripped up. Foreign cultures adhere to \_\_\_\_ (i) \_\_\_\_ Business customs and protocol. For example, middle East visitors should not be \_\_\_\_ (ii) \_\_\_\_ If others barge right into the office in the middle of your conversation with the person you're seeing. An old arab custom calls for keeping an "Open office". The British, however, consider it impolite to \_\_\_\_ (iii) \_\_\_\_ A visitors even after all business has been \_\_\_\_ (iv) \_\_\_\_ The commercial caller is expected to be \_\_\_\_ (v) \_\_\_\_ To this point, know when to stop, and initiate his or her own departure.

interrupt, different, laugh, surprise, sensitive, transact.
---

- b) Fill in the blanks in the following sentence choosing the most appropriate word(s) given in brackets. 10
- i) Mary survived because she \_\_\_\_ swim to the shore when the boat sank. (should, could)
  - ii) At this speed we \_\_\_\_ hope to reach even by 10 pm. (cannot, may not)
  - iii) We \_\_\_\_ to obey our elders (need, ought)
  - iv) To be safe on the road, everyone \_\_\_\_ obey traffic rules. (must, might)

(6)

- v) If you \_\_\_\_\_ late, you'll not be admitted. (come, shall come)
  - vi) This child \_\_\_\_\_ for long. (crying, has been crying)
  - vii) We \_\_\_\_\_ home-made food to fast food. (prefer, are preferring)
  - viii) She \_\_\_\_\_ not wait. If you're very late. (will, could)
  - ix) Had you rented this house you \_\_\_\_\_ my neighbour. (had been, would have been)
  - x) Everyone present \_\_\_\_\_ our annual function held last Monday. (has praised, praised)
6. An institute in your city teaches at the week-ends for an MBA course. Write a letter to the director. In your letter. 10
- a) Introduce yourself
  - b) Explain why you are interested in this course
  - c) Seek information about the course
7. You have received an interview call for a job from a company. Unfortunately, you cannot appear for the interview on that day. Write a letter to the company requesting to be interviewed over the telephone. 10

