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BPOI-006

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

Term-End Examination

December, 2020

BPOI-006 : ENGLISH COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 65

Note : (i) *Answer all questions.*

(ii) *Question Nos. 1 to 5 are of 10 marks each.*

(iii) *Question No. 6 is of 15 marks.*

1. Read the following passage and answer the questions given below it :

In these days, when life is about climbing the ladder, being on top, in control, being the strongest, the best, being “right” and ultimately, judging and competing with others, this inner preparation is necessary to be able to give up those outward things which seem to hold our hearts.

When everyone wants to climb up the ladder to cling to power, and be in control, living simply is climbing down the ladder. Mr. Anantha and his wife relate, “We changed our professions. She was a professor, I was in the corporate world as a software engineer—to a simpler life. For 15 years, we were at the Gandhi Peace Foundation in Delhi, then we set up ‘Nava Darshanam Trust’ and moved to a village in Tamil Nadu and have tried experimenting with

eco-restoration, simple housing, farming, health and food.”

There are many more like them who have willingly given up powerful positions and lifestyle to climb down, to share their knowledge and skills with those who are poor and marginalized. Part of “climbing down” is to recognize that there is a vast section of society that needs us and doing something about it.

Along with simplicity comes freedom. The freedom that enables us to be ourselves without the pretence and support of all the material things that surround us. The freedom to accept ourselves as we are. The freedom, too, to relate to each other as human beings, without being self-conscious or wary of the other. At the local corner shop where I buy vegetables, the vendor knows me and asks almost hundred questions

about my family. I in turn ask about his. The freedom of just being able to talk to each other and treat each other as human beings is facilitated by the grocer who has made simple living as enviable act.

Answer the following questions :

- (a) In the context of the passage what do you understand by the phrase, 'climbing the ladder' ? 2

- (b) Why did Mr. Anantha and his wife change their professions ? 2

- (c) "Climbing down the ladder brings about a great change in the behaviour and lifestyle of people." Discuss the statement in the light of the passage. 2

- (d) How does simple living give freedom to a person ? 2

- (e) Pick out word from the passage which have the same meaning of the following : 2
- (i) cautious
- (ii) to make an action easier
2. In response to an advertisement for the post of a sales executive in a well known publishing house, write an application for the said position, together with a suitable C. V. 10
3. You are a public relations manager in the HDFC bank. Write a conversation in a total of ten turns, where you answer a client who has lodged a complaint about the untoward delay in getting his housing loan sanctioned although he has completed all the paper work and other formalities. You must attempt to appease the customer. 10
4. As company secretary of Larsen and Tubro, write a notice informing all the members/ shareholders about the date, time, venue and agenda of the Annual General Meeting. 10

5. As a Social Secretary in a well known company, you must plan a trip to Kashmir/Darjeeling, for a group of employees. Write a letter to a tour operator seeking all the relevant information including the best timings, places of visit and cost involved. 10

6. (a) Frame questions corresponding to the italicised parts of the answers given below : 5

(i) My elder brother is *a pilot*.

(ii) *English* is my favourite subject.

(iii) I have been to Mumbai *three times*.

(iv) At the time of the Kargil war *Atal Bihari Vajpayee* was the Prime Minister of India.

(v) I came late because *I missed the chartered bus*.

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

- (i) Ramu ploughs his field himself.
- (ii) Radha made a wonderful presentation at the conference.
- (iii) Shama completed her paper in the given time.
- (iv) All my friends relish vegetarian food.
- (v) The nation gave a ceremonial welcome to the Prime Minister of the neighbouring country.

(c) Do as directed : 5

- (i) She is too weak to run fast.

(Rewrite removing 'too')

- (ii) Fifty rupees for a kilogram of onions to much. (is/are)

(Fill the blanks choosing the appropriate verb from the brackets.)

(iii) I have left Lucknow last year.

(Rewrite correctly)

(iv) “Why haven’t you finished your home work till now, my son ?”

(Rewrite in indirect speech)

(v) The train has arrived, ?

(Add a question tag)