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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, 2021

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 passage given below and answer the questions that follow :

Talent spotters now regard potential as one of the key attributes for hiring. How do you spot potential and passion during a job interview ?

Today, we are operating in a highly dynamic and agile environment, where change is the only constant. The right fit to our kind of work environment and industry would be someone who is a quick learner, is high on energy, has the ability to look at things differently and doesn't mind being thrown in different situations to learn all along. While technical knowledge is important when we look at prospective candidates for a role, high degree of passion and potential among them becomes equally important. Domain knowledge is something people tend to learn on the job.

During the hiring process we ask for real life scenarios (both from their past experience as well as from other cordons of their life) to gauge how they would fit in the Smartworks zealous team/people who are setting newer benchmarks everyday.

Apart from qualification, experience, passion and potential we fell an entrepreneurial zeal, integrity, adaptability, flexibility, team spirit and 'can do' attitude plays a pivotal role too. The efficacy of a team player cannot be ruled out and entrepreneurship as a trait shows us that you have the passion, mindset and hunger to achieve big in life.

Answer the following questions :

- (a) While hiring a candidate what is the most important factor that an employee keeps in mind ? 2

P. T. O.

- (b) How does an interviewer judge whether the candidate has the desire to achieve big in life ? 2

- (c) As an M. D. of a corporate house if you were to hire a Senior Executive in your organisation, would you prefer a candidate with high technical qualifications and domain knowledge or one who is a guide learner, has high energy and can think out of the box. Give a reasoned answer in the light of the passage. 2

- (d) Find words from the passage which have the same meaning as the following : 2
interviewer; effectiveness.

- (e) Give a suitable title to the passage. 2

2. As a secretary of a multinational company, write the minutes of a meeting held to discuss

[5]

BPOI-006

- the demand of the labour union for enhancement of their wages. 10
3. In response to an advertisement in a well known newspaper, for the post of a personnel manager, in a corporate house, write an application for the same. Also enclose a C. V. suitable for the post. 10
4. What is the difference between a memo and an official letter ? 10
- Give an example of each.
5. A customer is annoyed that his product has not been delivered in spite of two reminders. Write a dialogue with five exchanges between him and the salesman, with the salesman being apologetic and promising to deliver the product within a day.

P. T. O.

[6]

BPOI-006

6. (a) Rewrite the following sentences in the passive voice : 5
- (i) They pulled down the old house.
- (ii) He taught me to read Persian.
- (iii) Lincoln emancipated four million African slaves.
- (iv) They found him guilty of murder.
- (v) I have kept the money in the safe.
- (b) Do as directed : 5
- (i) He was too tired to stand.
(rewrite by removing too)
- (ii) No other metal is as useful as iron.
(rewrite in the superlative degree)
- (iii) He said, "Rani will you listen to such a man ?"
(rewrite in indirect speech)
- (iv) You will never learn manners.
(change into an interrogative sentence)
- (v) As soon as he reached the station the train left. (rewrite using no sooner)

(c) Rewrite the following sentences correctly :

5

- (i) It is more hotter today than yesterday.
- (ii) You can't get good marks unless you don't work hard.
- (iii) The train will arrive exactly by 4 p. m.
- (iv) I am having all the works of Charles Dickens.
- (v) I go for my Yoga class at 6 a. m. in the morning.