

No. of Printed Pages : 6

**BPOI-006**

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

**Term-End Examination**

**December, 2023**

**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 :

In these days, when life is about climbing the ladder, being on top, in control, being the

**P. T. O.**

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 every one 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 and health and food.

There are many more like them who have willingly given up powerful positions and life style to 'climb down', to share their knowledge and skills with those who are poor and marginalised. 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 a hundred questions about my family. I in return ask about his. The freedom of just being able to talk to each other and treat each other as human being is facilitated by the grocer who has made simple living as an enviable act.

- (i) In the modern times what do the majority of people hanker after ? 2
- (ii) Define the phrase 'climbing down' as used in the passage. 2
- (iii) How does simple living give freedom to a person ? 2

- (iv) Why did Mr. and Mrs. Anantha decide to give up their prestigious jobs ? 2
- (v) Pick out words from the passage which mean the following : 2
- (a) put somebody in a position in which they have no power.
- (b) a person who sells things.
2. In response to an advertisement you have seen in *The Times of India*, for the post of a Finance Controller in a well known MNC, write an application for the same together with a Curriculum Vitae (C. V.) appropriate to the post. 10
3. As a Company Secretary of a well known firm write the minutes of the Annual General Meeting of the shareholders of the company held in the previous day. 10
4. You are CEO (Chief Executive Officer) of your company, ABC Ltd., New Delhi.

Write a memo stating that effective 15 April, 2021, in view of the Corona epidemic only 50% of the staff shall work physically from office while the rest shall work from home, by rotation. 10

5. A client has come to your bank to ask for education loan for her child. As a Relationship Manager of the bank write the dialogue with the client giving details of the terms and conditions. 10

6. (a) Fill in the blanks in the following sentences choosing the correct verb from the brackets : 5

(i) At least 10 pages of this book ..... (is/are) missing.

(ii) Neither of the sisters ..... (was/were) able to qualify.

(iii) One of the pencils ..... (belong/belongs) to me.

(iv) Both Rita and Renu ..... (has/have) won the first prize in the elocution contest.

(v) The postman ..... (rang/rung) the bell.

(b) Rewrite the sentences in the passive voice :

5

(i) Many people attended the party.

- (ii) Give him a glass of water.
  - (iii) Who designed the national flag ?
  - (iv) We ought to respect our elders.
  - (v) The children have seen a snake in the grass.
- (c) Rewrite the following sentences correctly :

5

- (i) When Reema reached the station the train already left.
- (ii) I am having all the novels of Chetan Bhagat.
- (iii) I had completed all my home work yesterday.
- (iv) Ritu is more prettier than Niti.
- (v) I can't cope up with the stress of modern life.