

**DIPLOMA IN MODERN OFFICE
PRACTICE (DMOP)**

Term-End Examination

December, 2023

BSSI-011 : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 100

Note : *Answer all questions. All questions carry equal marks.*

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

- (i) Time management is a matter of attitude, reinforced by strict discipline. You have to realize that there is not an unlimited supply of time, even though it may seem like there is always a tomorrow. We all have to realize that we should not let time pass us by, but rather, actively partition our workdays into time slots and allocate them appropriately to different tasks and carry out this plan perfectly.

This attitude can be further characterized along the following angles :

- (ii) Time is precious and you should treat it exactly like you would treat money or anything that you only have a limited supply of. Do not treat it unwisely and squander it away. You can figure out approximately how much one hour of your time is worth and perhaps this conversion can help sensitize you to the value of time—then you won't waste thousands of rupees worth of time on silly activities like idle net-browsing or parking yourself in front of the TV. Looking at time as money gives a certain involvement and urgency to what we do. Besides, it also makes us appreciate others people's efforts and the time they put in to do things. No wonder modern corporations put a tremendous premium on time and constantly try to streamline their own dynamics.
- (iii) Time also brings us unique opportunities. Today's moments are today's only and cannot be got tomorrow. So, we might as well savour the present and make best use of it. The special circumstances of today, spent on today's projects, today's activities, today's challenges, will present us with all kinds of possibilities and may not come again at any other time in the future.

Likewise, the quality time we spend with our parents, children, friends today is something to be cherished—for tomorrow will be a different day.

- (iv) Timeliness means trust. Often we will have to synchronize our schedules with others' and do things cooperatively with them. We should honour this unwritten code of trust and come together in harmony and keep our part of the commitments. Modern businesses—and in fact, the modern world—runs on specific things happening at specific times, in consonance. If you are a 'no show' or if you default on doing your share of things, you are going to be viewed as unreliable. And if you have chronic punctuality problems, it is only a matter of time (pardon the pun) before a time-conscious person comes in, steps into your shoes and edges you out.
- (v) We would like to point out that some people can have a contrary view of time and its role in one's life. There are rebels among us who disdain the modern busy lifestyle and who prefer to do things leisurely and spontaneously. They would rather live for the moment than crowd up

their day with busy activities. Some other would wait for the right moods and inspiration or auspicious times. Casual and passive activities are condoned by several others. We have no disputes with them and wish them a lot of luck in their non-professional careers outside the modern corporations.

- (vi) To be successful today, we should learn how to cope with the constant chase of deadlines, schedules and deliverables and how to ration our available time, prioritize our tasks and learn to be in-sync with other people. And on top of that, we should make time for our personal lives as well. In other words, we should have an active and disciplined time management system in place—not just when things go awry, but all the time.
- (vii) Time management is not about being obsessive-compulsive about time and glancing at the clock every two minutes, Nor does it mean being a slave of the clock, going to bed precisely at 9.58 every night or eating lunch everyday exactly at

1.02 p.m. Rather, time management is about developing a nice internal rhythm within ourselves and then tuning our internal clock to that giant external clock. Time management is about planning and executing our activities as best as possible. It is about debugging our 'time-honoured' bad habits relating to time. Time management is really an easy soft skill to acquire. Like all other soft skills, it requires a little bit of discipline and some dedicated practice. The idea is to control time before it starts to control and pressure.

- (a) Answer the following questions :
- (i) As per the passage what kind of outlook should we develop towards management of time ? 2
 - (ii) How does the passage warn us against slavery of time schedules ? 2
 - (iii) What is the attitude of the author towards people who are opponents of modern busy lifestyles ? 2
 - (iv) According to the passage what should be guiding factors in efficient management of time ? 4
 - (v) Give a title to the passage. Why do you think your title is appropriate ? 2

(b) Pick out words from the passage which have a similar meaning to the following words : 5

- (i) Waste (Para 2)
- (ii) Something to be loved (Para 3)
- (iii) Continuing for a long period (Para 4)
- (iv) To accept something considered odd by others (Para 5)
- (v) The process of removing errors (Para 7)

(c) Make sentences of your own with any *three* of the following phrases : 3

- (i) Carry out (Para 1)
- (ii) Put a premium (Para 2)
- (iii) A no show (Para 4)
- (iv) To cope with (Para 6)
- (v) As best as possible (Para 7)

2. Write short notes on any *two* of the following :

10+10

- (i) Etiquette
- (ii) Body language
- (iii) Preparing for an interview
- (iv) Purpose of notice of a meeting
- (v) Attentive listening

3. (a) Introduce in writing (150 words) your native place to project it as an attractive tourist destination. 10
- (b) As Sports Secretary of your organisation, write a proposal to the management for introduction of indoor sports facilities. 10
4. (a) Write your response to the following questions in one sentence each : 5
- (i) What are you doing these days ?
 - (ii) What are your hobbies ?
 - (iii) What do you want to be five years from now ?
 - (iv) What kind of work experience do you have ?
 - (v) What would you say is your main strength ?
- (b) Supply question tags to the following sentences. The first sentences has been done for you : 5
- Your father doesn't approve of your behaviour, does he ?
- (i) They have seen the report, ?
 - (ii) It's time for you to grow up, ?
 - (iii) She met you on the way, ?

- (iv) He is not the same man who met you during your interview last week,?
- (v) There is no equivalent to nature,?
- (c) Fill in the blanks with appropriate form of the verb : 5
- (i) Did she (meet) you yesterday ?
- (ii) Is the boss (attend) office these day ?
- (iii) I (know) her since my childhood.
- (iv) She saw the situation but (not react).
- (v) If he (see) this, he would have gone mad.
- (d) Fill in the blanks with appropriate prepositions : 5
- (i) Lately I've not been touch with reality.
- (ii) In public one should speak oneself.
- (iii) The house was fire when I reached there.
- (iv) Are you me or against me ?
- (v) It turned an ugly scene because of mishandling.

5. (a) Write a short note on the following (about **200** words) : 10

The qualities of a Good Secretary.

Or

A business report and its types.

- (b) Give the contracted form of the following underlined words. The first one is done for you : 5

You should not worry about the expenses.

You shouldn't worry about the expenses.

(i) There will not be any change in the schedule.

(ii) Is it not a holiday tomorrow ?

(iii) They must not miss the meeting.

(iv) She will come first in all likelihood.

(v) They have missed the train because of their own carelessness.

- (c) Complete these sentences using the gerund form of the verbs given in the box : 5

deal	warn	service	resign	walk	wonder
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The first one is done for you.

There is nothing wrong with the car. It just needs servicing (service).

- (i) I will never forget into my office on my first day at work.

- (ii) A packet of cigarette carries a health
- (iii) Given your spending, I can't help where you get all that money.
- (iv) We have stopped with you due to your careless ways.
- (v) She regrets from her job so hastily.