

01021

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

Term-End Examination

June, 2016

BPOI-006 : ENGLISH COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 65

*Note : Attempt all questions. Question No 1 to 5 carry
10 marks each. Question No. 6 carries 15 marks.*

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

All around us we see that differences are growing. People shout and fight for the most trivial of reasons. But differences can lead to wars, so they cannot be ignored for long. Different people handle differences differently.

Some shun differences; they are afraid of them. It disturbs them that someone may have a different skin colour, worship a different God, or follow a different lifestyle. They are convinced that their way of life is the best and the only way. They enjoy ridiculing those who are different and they don't hesitate to fight if others have a different point of view. They often join gangs or anti - groups because there is strength in numbers.

There are others, however, who are tolerant of differences. Their motto is 'you keep to yourself and I'll keep to myself'. They don't threaten but they also don't embrace difference.

The third group, celebrators, value difference. They see them as an advantage, not as a weakness. They have learnt that two people who think differently can achieve more than two people who think alike. They realize that celebrating differences doesn't mean that you necessarily agree with or adopt these differences.

Answer these questions :

- (a) State whether the following statements are true (T) or false (F) : 2
- (i) People fight only when there are serious problems.
 - (ii) We cannot ignore differences for a long time.
- (b) How do people who shun differences behave with others ? 2
- (c) What do you understand by 'you keep to yourself and I'll keep to myself' in the context of the passage. 2
- (d) Why do the 'celebrators' see differences as an advantage ? Discuss. 2
- (e) Complete the following sentences with an appropriate word/phrase from the passage : 2
- (i) The second group does not _____ others but at the same time does not essentially accept differences.
 - (ii) Celebrating differences doesn't mean that we _____ agree with these differences.

2. As a Secretary of Delaview Computers, write a notice to all members informing them about the date, time and venue of the Annual General Meeting. 10
3. You want an appointment with the General Manager of a textiles company for placing an order. Develop a dialogue with 5 exchanges (10 or more sentences) between yourself and the Secretary to the General Manager. 10
4. Respond to an enquiry for dresses for women (Western) from a customer. Write a letter giving details of dresses and send catalogue, order form and document giving details of terms and conditions. 10
5. An impatient customer is waiting to be attended at a car showroom. His temper is building. Write a dialogue with five exchanges (10 or more sentences) between him and a salesman who calms him down, and explains features of cars. 10
6. (a) Fill in the blanks with the correct form of the verbs given in the brackets : 5
- (i) My dog is very friendly. He only _____ (bark) at strangers.
 - (ii) I _____ (finish) the report. You can give it to Mr. Rohan.
 - (iii) Look, the fire _____ (spread) to all the shops on the street.
 - (iv) By the time the police reached the scene of the crime, the murderer _____ (escape).
 - (v) She _____ (give) an interesting presentation last week.

- (b) Fill in the blanks with the right form of adjectives given in brackets : 5
- (i) Serangoon Garments is the _____ (old) company in the country.
 - (ii) The _____ (early) you reach the city, the better it will be.
 - (iii) My office is _____ (far) than my brother's.
 - (iv) The product is _____ (unique) in the market.
 - (v) Her presentation was _____ (good) than that of her friend.
- (c) Change the following sentences into passive voice, omitting the agent where necessary : 5
- (i) They pulled down many trees.
 - (ii) The fire brigade will put out the fire.
 - (iii) The Board asked him many questions.
 - (iv) Dogs relish meat.
 - (v) I will invite Mr. John to the party.
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