

**CERTIFICATE PROGRAMME IN
FUNCTIONAL ENGLISH (CFE)**

Term-End Examination

June, 2018

01115

BEG-006 : JOINING THE WORKFORCE

Time : 3 hours

Maximum Marks : 100

Note : There are seven questions. All questions are compulsory.

1. Read the passage given below and answer the questions that follow :

Group discussion has emerged as an important tool for making decisions in modern times, not only in modern business settings but also in other fields as well. In the past, there used to be mostly one-man enterprises and the decision-making rested in this one man and there was a general antipathy to discussion. But in modern times life has become quite complex in all spheres : political, social, economic and so on. Moreover, the spirit of democracy has been steadily gaining ground in the minds of the people.

Modern life is complex and modern business processes and economic activities are complex too. The problems they face need more than one brain to solve and succeed. In such a scenario, Group Discussion has become a necessity as this technique has many advantages for both, the management and the employees. This technique helps the management in getting maximum ideas in minimum possible time. It enhances the personal and professional growth of employees at all levels because Group Discussion trains them in the decision-making process. Moreover, they get a sense of participation in the management and they learn to work as a team that is so useful for the success of any modern business. The decision so made becomes everybody's decision and not one imposed upon them from above. This a great asset for the management since all employees will want to see that the decision so made is fully implemented because this fills them all with motivation, dedication and devotion.

(a) Answer the following questions :

- (i) Give an appropriate title to the passage. 1
- (ii) Why has group discussion emerged as an important tool for decision-making in modern times ? 2
- (iii) How does group discussion benefit the management ? 2

(b) Find the words/phrases in the passage that have meanings similar to those given below : 10

- (i) has turned out to be
- (ii) instrument
- (iii) ventures
- (iv) strong dislike
- (v) areas
- (vi) increases
- (vii) forced upon
- (viii) benefit
- (ix) executed
- (x) commitment

(c) Write the opposites of the following words from the passage : 5

- (i) modern
- (ii) past
- (iii) complex
- (iv) succeed
- (v) maximum

(d) Use the following words/phrases in your own sentences : 5

- (i) an important tool
- (ii) decision-making
- (iii) growth
- (iv) discussion
- (v) motivation

2. Answer the following questions :

(a) We must have information about certain things before we can even plan our presentation. For example, we must know who the audience is. Why is it important to know about them ? Discuss. 5

- (b) Write a message based on an understanding of the dialogue given : 5

The telephone rings and you pick up the phone.

You : Hello ?

Caller : Good morning. Can I speak to Mr. Vivek Kohli, please ?

You : I'm afraid Mr. Kohli is in a meeting. May I know who is calling ?

Caller : I'm Bindu, Bindu Batra from Delhi.

You : Well, can I take a message ?

Caller : Please tell him I'm not coming to Patiala for the meeting tomorrow as planned. I have a personal emergency.

You : Sure, I'll convey the message.

Caller : Thank you. Bye.

- (c) Some people are very good at making friends easily.

Write a short paragraph describing the importance of this skill at the workplace. 5

3. Answer the following :

What would you say in the following situations ?

Use appropriate and polite forms and other expressions.

(a) You are visiting IGNOU New Delhi campus for the first time and want to go to the Humanities Department. At the reception at the main gate ask the officer for directions to reach the department. (Write in dialogue form)

5

(b) You are at the reception of IGNOU (Regional Office). Ask if listening tapes are available in the library. Also ask if facilities to sit and listen to the tapes in the library are also available. (Write in dialogue form)

5

(c) A mobile library van from your city library comes twice a week to your locality. But this van has not turned up for three weeks now.

Write an e-mail to the librarian to find out the reason.

5

4. (a) Fill in the blanks with suitable prepositions : 5

(i) Have you ever heard of a mother being charged _____ the murder of her son ?

(ii) We all have been invited _____ dinner at the Taj.

(iii) She assured us _____ her desire to join the Department at the earliest.

(iv) The employee has been accused _____ creating mischief.

(v) All employees prefer coffee _____ tea after lunch.

(b) Fill in the blanks with the correct phrasal verbs from the options given below : 5

(i) You should _____ the emergency if you sense trouble.

(1) call out

(2) call up

(3) call off

(4) call over

(ii) Don't _____ the bus when it is still moving.

- (1) get down
- (2) get away
- (3) get off
- (4) get back

(iii) These guns _____ if you are not careful.

- (1) go on
- (2) go after
- (3) go off
- (4) go ahead

(iv) Many could not _____ what he wanted to say.

- (1) make up
- (2) make off
- (3) make over
- (4) make out

(v) Make it a habit to _____ notes in the class.

- (1) take up
- (2) take off
- (3) take down
- (4) take after

5. (a) Fill in the blanks in the following sentences with appropriate words choosing from the ones given in the box. There is an extra word. You may change the form of the word : 5

| | | |
|----------|----------|--------|
| previous | invent | chores |
| drastic | increase | make |

Over the last few decades housework has been (i) considerably easier by the (ii) of an increasing number of labour-saving devices, mostly electrical, which have (iii) cut down the amount of time and effort (iv) needed to do the every day household (v) .

- (b) Fill in the blanks in the following sentences choosing the most appropriate words from the ones given in the brackets : 10

(i) The incident is unfortunate. But it _____ happen with anyone
(can, should, ought to)

(ii) She _____ practice for three hours everyday if she wants to compete.
(may, would, must)

- (iii) Whenever he was nervous he _____ chew his nails.
(might, would, should)
- (iv) Children _____ be taught to respect their parents.
(could, ought to, may)
- (v) All questions are compulsory. So you _____ answer all of them.
(can, might, must)
- (vi) _____ I have some green tea, please ? (Can, Would, Might)
- (vii) The customers _____ want to know what is on sale this week.
(can, may, ought to)
- (viii) The salesmen _____ know what is on sale this week. (could, can, must)
- (ix) She gave the beggar some money so that he _____ buy some food.
(might, must, would)
- (x) I _____ walk for two hours every morning when I was young.
(might, must, would)

6. You have received an offer of a job from a company and must join by a certain date. Unfortunately, for some reasons you cannot join by that date. 10

Write a letter to your new employer.

In your letter,

- (a) Refer to the offer letter and thank them;
- (b) Explain your problem; and
- (c) Tell them when you can join.

7. You had joined a short part-time course to improve your skill at the workplace. But you were not satisfied with some aspects of the course. 10

Write a letter to the Director.

In your letter,

- (a) Briefly describe the course you attended;
 - (b) Describe what you were not satisfied with; and
 - (c) Give suggestions for improvement.
-