

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

**Term-End Examination**

**June, 2019**

02005

**BEG-006 : JOINING THE WORKFORCE**

*Time : 3 hours*

*Maximum Marks : 100*

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

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

Politeness is often equated with deference. Politeness may be a genuine desire to be pleasant to others. Or, it may be behaving in a way that is socially correct and shows awareness of and caring for other people's feelings. (Para 1)

Deference is a connected but distinctly different phenomenon. It refers to the respect we show to other people by virtue of their higher status, greater age, etc. Deference is the opposite of familiarity. (Para 2)

Both deference and politeness can be shown through general social behaviour. We can show deference by standing up when a person of superior status enters a room. We can show politeness by holding a door open to allow someone else to pass through. (Para 3)

Deference is built into the grammar of many languages. However, it is very unusual in modern English to find ways to show deference explicitly or grammatically. Deference is usually shown through address forms. Sir, Madam, Professor, etc. are used to indicate status. Conversely, first names (John, Catherine) or short forms of the first names (Dick, Kate) are used to show a friendly, non-deferential relationship. (Para 4)

Many languages make the "Thou/You" distinction which ceased in English four hundred years ago. These do exist in Hindi : "Tum/Aap". This distinction obliges the speaker to signal either respect or familiarity towards the addressee or formal and informal situations. Understanding and observing this distinction is an important skill at the workplace. (Para 5)

Answer the following questions :

- (a) (i) Give an appropriate title to the passage. 2
- (ii) How does politeness differ from deference and how are they shown? 2
- (iii) Explain why showing politeness and deference is an important skill in our personal and professional lives. 2
- (iv) How would you show deference to your boss in English and in Hindi? 2
- (b) Find words from the passage that have similar meaning to those given below : 2
- (i) True (Para 1)
- (ii) Higher (Para 3)
- (c) Give opposites of the following words from the passage : 5
- (i) Polite
- (ii) Caring
- (iii) Respect
- (iv) Superior
- (v) Explicitly

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

- (i) Awareness
- (ii) Pass through
- (iii) Unusual
- (iv) Relationship
- (v) Signal

2. Answer the following questions :

(a) What do you understand by Covering Letter (Letter of Application) ? How does it differ from CV ? Why is it important to send a Covering Letter with the CV ? 10

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

The telephone rings and you pick up the phone and say 'hello'.

Caller : Good morning. May I speak to Prof. Khurana, please ?

You : May I know who's calling ?

Caller : I'm Vaneet from Caritas India.

You : I'm afraid she's in her class. Any message for her ?

Caller : We've invited her to our conference but so far we've not received any confirmation. Will you please remind her ?

You : O.K. I'll pass on your message.

Caller : Also, please request her to tell us when she'll arrive here and whether she needs any help with accommodation.

You : O.K. Anything else ?

Caller : No. Thanks so much. Bye

You : Bye.

- (c) What is Group Discussion ? Why is it important for job seekers to be good at group discussions ?

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3. What would you say in the following situations ?

Use appropriate and polite forms and other expressions.

(a) You plan to do a course given by IGNOU. You meet an official at the Regional Office. Tell him/her about your plan and seek information about admission, fees, duration, materials, etc. (Write in dialogue form).

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(b) You are visiting Delhi for the first time and staying at a hotel. You want to visit places of tourist interest in Delhi. Ring up the hotel reception to seek their advice and other necessary information. (Write in dialogue form)

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(c) You have been invited to be a Judge at the Annual Debate of the Debating Society of a local college. Unfortunately, you are not free that day. Write an email to the Secretary of the Debating Society expressing your inability to accept the invitation.

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

(i) All our products comply \_\_\_\_\_  
Indian Standards Specifications.

- (ii) Veena rushed \_\_\_\_\_ the room panting for breath.
- (iii) In some ways, man is different \_\_\_\_\_ other animals.
- (iv) We purposely refrained \_\_\_\_\_ saying more.
- (v) She has a passion \_\_\_\_\_ arguing.
- (b) Fill in the blanks with an appropriate phrasal verb from those given below. (There are two extra phrasal verbs). Make changes in the form of the verb, where necessary.

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strike down, cut out, blow up, cut off,  
step up, strike off, pass on

- (i) His name has been \_\_\_\_\_ the list of authorised medical officers.
- (ii) Will you please \_\_\_\_\_ this novel to me when you have finished reading it?
- (iii) The Government has \_\_\_\_\_ the production of arms.

(iv) Something caused the ammunition to \_\_\_\_\_ .

(v) She is not \_\_\_\_\_ for hard work.

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, where necessary.

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call land lists chronological unique send

The main purpose of a resumé is to convince an employer to grant you an interview. There are two kinds of resumé. One is the familiar 'tombstone' that (i) where you went to school and where you've worked in (ii) order. The other is what I (iii) the 'functional' resumé — descriptive, fun to read, (iv) to you and much more likely to (v) you an interview.



(b) Fill in the blanks in the following sentences choosing the most appropriate word(s) given in the brackets :

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- (i) John \_\_\_\_\_ drive a car until his eyesight began to fail. (could, should)
- (ii) I \_\_\_\_\_ not be able to finish this job today. (must, may)
- (iii) You \_\_\_\_\_ close the window when there is a dust storm.  
(would, ought to)
- (iv) We \_\_\_\_\_ sleep peacefully now that this factory is closed.  
(may, can)
- (v) If you \_\_\_\_\_ this game, you will be rewarded. (will win, win)

- (vi) This road \_\_\_\_\_ for repairs.  
(closes, is closed)
- (vii) Had you joined us, you \_\_\_\_\_  
enjoyed the fun. (have, would have)
- (viii) They \_\_\_\_\_ a long walk every  
day. (take, have taken)
- (ix) She \_\_\_\_\_ practising since  
Monday. (is, has been)
- (x) The meals \_\_\_\_\_ by my  
mother. (cooked, are cooked)

6. You have seen an advertisement for a part-time job in which you are interested. Write a letter of application. In your letter,

- (a) Explain why you are interested;
- (b) Say why you are a suitable candidate; and
- (c) Ask some questions about the job.

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7. You recently took a 2-week course at a local college. The college has asked you to send your comments. Write a letter to the Principal. In your letter,

- (a) Give details of the course you took;
  - (b) Describe which parts of the course you found useful; and
  - (c) Suggest some improvements to the course. 10
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