

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

Term-End Examination

June, 2019

01394

BPOI-006 : ENGLISH COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 65

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

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

As the climate in the Middle East changed beginning around 7000 B.C., conditions emerged that were conducive to a more complex and advanced form of civilization in both Egypt and Mesopotamia. The process began when the swampy valleys of the Nile in Egypt and of the Tigris and Euphrates Rivers in Mesopotamia became drier, producing riverine lands that were both habitable and fertile, and attracting settlers armed with the newly-developed techniques of agriculture. This migration was further encouraged by the gradual transformation of the once hospitable grasslands of these regions into deserts. Human population became increasingly concentrated into pockets of settlement scattered along the banks of the great rivers.

These rivers profoundly shaped the way of life along their banks. In Mesopotamia, the management of water in conditions of unpredictable drought, flood and storm became the central economic and social challenge. Villagers began early to build simple earthworks, dikes, canals and ditches to control the waters and reduce the opposing dangers of drought during the dry season (usually the spring) and flooding at harvest time.

Such efforts required a degree of cooperation among large numbers of people that had not previously existed. The individual village containing only dozen or so houses and families, was economically vulnerable; but when several villages, probably under the direction of a council of elders, learned to share their human resources in the building of a coordinated network of water-control systems, the safety, stability, and prosperity of all improved. In this new cooperation, the seeds of the great Mesopotamia civilizations were being sown.

- (a) What was the impact of climate changes on the valleys of the Nile in Egypt and on the Tigris and Euphrates Rivers in Mesopotamia ? How did these changes affect the advancement of civilizations ?

- (b) Why did human population get concentrated along the river banks ? 2
- (c) How did the settlers cope with the conditions of drought, floods and storms ? 2
- (d) What were the factors that helped in bringing about stability, safety and prosperity ? 2
- (e) Find words in the passage which mean the following : 2
- (i) suitable for people to live in
- (ii) long periods of time when there is little or no rain.
2. As a Secretary in a Corporate House, write the minutes of a meeting held to plan the celebrations of the Silver Jubilee of the organisation. 10
3. In response to an advertisement in a leading newspaper, you are applying for the job of an HRD Manager. Write your CV (Curriculum Vitae), suitable for the job. 10
4. As a Sales Executive of a publishing house, write a letter to a client who has defaulted on payment of books which were delivered long back. 10
5. As a Sales Executive, write a report stating reasons for the drastic fall in the sale of mobile phones in your region. Also give suggestions for improving the situation. 10

6. (a) Rewrite the following sentences in the passive voice.

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- (i) The Government will punish the defaulters.
- (ii) He can handle every problem wisely.
- (iii) I knew all the pros and cons much before hand.
- (iv) She has already cleaned the room.
- (v) Rajni and I have carefully examined all the aspects of the situation.

(b) Do as directed :

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- (i) Tarun takes care of his parents, _____ ? (Add a question tag)
- (ii) It is so hot that no one can remain outdoors. (Rewrite using *too*)
- (iii) A bunch of keys _____ (are/is) lying on the table. (Choose the right option to fill in the blanks)
- (iv) Mukesh said, "Boys, how many of you have seen the movie, Baghban ?" (Rewrite in the reported speech)
- (v) We reached the station. The train had already left. (Combine the sentences into a single sentence)

(c) Rewrite the following sentences correctly : 5

- (i) The train has left at 9 : 30 p.m.
 - (ii) I have been working here from January.
 - (iii) If I was you, I would not buy this furniture.
 - (iv) One of my best friends have composed music for this song.
 - (v) The bell rings by 10 o'clock sharp.
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