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BPOI-006

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

Term-End Examination

June, 2020

BPOI-006 : ENGLISH COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 65

*Note : Answer all questions. Question Nos. 1 to 5
are of 10 marks each. Question No. 6 is of
15 marks.*

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

WhatsApp has become everyone's preferred social media platform. Ever since the mobile

P. T. O.

messaging platform was launched by Jan Koum and Brian Acton, two yahoo engineers, it has grown in popularity in India grabbing a first-mover advantage over other rivals like Tegegram and Snapchat. What makes WahtsApp messages hard to track is the fact that the application uses end-to-end encryption, which thwarts police and cyber investigators who want to track the source of messages or how many times they were forwarded. And also, unlike other social media they are hard track, regulate and control. When riots hit parts of India in 2013, for instance, police clamped down on the fake videos on Facebook and the internet, but they had no way of controlling their spread via WhatsApp.

Last year, authorities in various states shut down the internet and 3G services 70 times. In the first six months of the year, internet was shut down 65 times, mainly to control the

spread of rumours during breakdowns of law and order. This will not work in the current scenario as crimes take place even before the police have had time to react. A message is viral on so many numbers that one can't go to each user and verify the number of the sender. Self-regulation is the only way out.

- (a) What do you know about Jan Koum and Brain Acton ? What is their contribution to social media ? 2
- (b) Why has WhatsApp become a preferred social media ? 2
- (c) Why are WhatsApp messages hard to track ? 2
- (d) "The harmful effects of WhatsApp overweigh its advantages." Do you agree ? Illustrate you answer. 2

(e) Pick out words from the passage which mean the same as the following words/phrase : 2

(i) Prevent

(ii) Stop something in a harsh manner

(iii) Illegal behaviour/activity

(iv) To check if something is true

2. As company secretary of Escorts Financial Services write a notice to all members informing them about the date, time, venue and agenda of the annual general meeting of the company. 10

3. In response to an advertisement appearing in the Times of India, for the post of a Finance Controller in an MNC, write an application for the same, together with an appropriate Curriculum Vitae (C. V.) 10

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

5 each

(a) Small Talk

(b) Body Language

(c) Foreign words in the English language

5. As a client you have defaulted on payment for a set of books which have already been delivered to you. Develop a dialogue in 10-12 sentences with the company representative, giving convincing reasons for the default. 10

6. (a) Rewrite the following sentences in the passive voice : 5

(i) Many people attended the party.

(ii) I have paid all my dues.

(iii) India will always remember Atal Bihari Vajpayee, the great son of the country.

(iv) They released all the political prisoners on Independence Day.

(v) The farmer is ploughing the field.

- (b) Frame wh-questions to the following answers, corresponding to the italicised part : 5

(i) The trains are running late because of *heavy rains*.

(ii) My father is *a doctor*.

(iii) My class starts *at 10 a.m.*

(iv) I have *two brothers*.

(v) *Shakespeare* wrote the play, "Macbeth".

- (c) Complete the following sentences choosing the appropriate words from those given in brackets : 5

(i) Neither Sonu or Monu _____
(has/have) scored good marks.

- (ii) He _____ (has been/is) playing cricket
for the last ten years.
- (iii) He is one of those who _____
(believe/believes) in God.
- (iv) The paper was very long so I _____
(can't/couldn't) complete it.
- (v) The box of chocolates _____
(cost/costs) two hundred rupees.