

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

Term-End Examination

June, 2021

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 :

No one has ever suggested that grinding pauperism can lead to anything else but moral degradation. Every human being has a right to live and therefore to find the wherewithal to feed himself and where necessary to clothe and house himself. But for this very simple performance we need no assistance from economists or their laws. 'Take no thought for the morrow' is an injunction which finds an echo in almost all the religious scriptures of the world. In a well-ordered society the securing of one's livelihood should be, and is found to be, the easiest thing in the world. Indeed, the test of orderliness in a country is not the number of millionaires it owns, but the absence of starvation among its masses. The only statement that has to be examined is : whether it can be laid down as a law of universal application that material advancement means moral progress.

Now let us take a few illustrations. Rome suffered moral fall when it attained high material affluence. So did Egypt and perhaps most countries of which we have any historical record. The descendants and kinsmen of the royal and divine Krishna too fell when they were rolling in riches. We do not deny to the Rockefellers and the Carnegies possession of an ordinary measure of morality, but we gladly judge them indulgently. I mean that we do not even expect them to satisfy the highest standard of morality. With them material gain has not necessarily meant moral gain. In South Africa, where I had the privilege of associating with thousands of our countrymen on most intimate terms, I observed almost invariably that the greater the possession of riches, the greater was their moral turpitude.

- (a) With reference to the passage, mention three things which every human being has a right to have. 2
- (b) Do you agree with the statement “In a well-ordered society the securing of one’s livelihood should be, and is found to be, the easiest thing in the world” ? Give reasons for your answer. 2

- (c) “Material gain has not necessarily meant moral gain.” Discuss the statement with reference to the illustration given in the passage. 2
- (d) Explain the phrase – “grinding pauperism”. 2
- (e) Find words from the passage which mean the same as the following words/phrases : a court order; examples; relatives; very immoral behaviour 2
2. In response to an advertisement for the post of a Finance Controller in a Multinational Company, write an application together with a suitable CV. 10
3. As a manager of a Nationalised Bank, write a letter to a client who has defaulted on payment of the last three EMIs of the loan taken from the bank. 10
4. As a secretary of a corporate house, write the minutes of a meeting held to discuss the increase in cost of some products, in view of the increased cost of raw materials. 10
5. You are the Chief Executive Officer of a German manufacturing company. Write a short presentation for the company regarding the company’s decision to set up a factory in India. 10

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

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- (i) They have proved all his calculations wrong.
- (ii) Someone has stolen the jewels from the bank locker.
- (iii) The guide told us some very amazing facts about the Taj Mahal.
- (iv) The police arrested the thief in no time.
- (v) These days nobody likes to eat greasy food.

(b) Do as directed :

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- (i) She hasn't completed her graduation, _____ ? (Add a question tag)
- (ii) A box of chocolates _____ (are, is) lying on the table. (Choose the right option to fill in the blank)
- (iii) Ravi said, "Mother I am going to Lucknow tomorrow morning." (Rewrite in indirect speech)
- (iv) The politician attributed his success _____ the media. (Insert an appropriate preposition to fill the blank)
- (v) I reached the station. The train had already left. (Combine the two sentences into one)

(c) Rewrite the following sentences correctly : 5

- (i) I am having my own motor cycle.
 - (ii) She knows I am angry at her.
 - (iii) The class will be over at 5 p.m. in the evening.
 - (iv) The bell rings by 10 a.m. sharp.
 - (v) Every year the family meets in Diwali.
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