

BEGLA – 136  
BCOM ONLINE PROGRAMME

English at the workplace

Time : 3 Hours

Maximum Marks : 100

Note : All sections are compulsory.

**SECTION – A**

Answer any five of the given question. (5x4=20)

1. Enlist few personal, social and professional qualities that one needs to be successful at the workplace.
2. Expand the following acronyms –  
TIC, SYS, ASL, THX, NP
3. Put the words in the right order in the given jumbled sentences –
  - A) Are for the we in convenience sorry casued
  - B) would if tomorrow you could I conjum my brokings appreciated by
  - C) Forward looking visit to your
  - D) Reply I look to your forward
  - E) know please let the goods by when can us you send us.
4. Change from active to passive voice –
  - A) people never invite me to pastics
  - B) How do they make choclate?
  - C) When did they build theses houses?
  - D) Somebody stole my bag last week
  - E) They can't repair my watch.
5. Fill in the blanks with a preposition.
  - A) Veena is studying law \_\_\_\_\_ university.
  - B) Which is the longest river \_\_\_\_\_ India?
  - C) Is there anything \_\_\_\_\_ tele vision this evening?

D) We arrived \_\_\_\_\_ the hotel after midnight.

E) The next meeting is \_\_\_\_\_ 2<sup>nd</sup> June.

6. Use the following words to make sentences –

Consumer, Economic, Slump, Leadership, Business

7. Complete the sentences with who, whose, which, that

A) We drew a shortlist of candidates \_\_\_\_\_ Vs were very good.

B) We've got a machine \_\_\_\_\_ prints in colour

C) Yesterday I met someone \_\_\_\_\_ brother works in your office.

D) I can give you the name of the HR manager \_\_\_\_\_ I deal with.

E) The hotel has a long conference hall in \_\_\_\_\_ workshop can be held.

### SECTION – B

Answer any 5 of the following questions. (5x10=50)

1. Write a brief conversation between a candidate appearing for a job interview and office staff of the company.
2. Imagine that you are applying for the jobs of a script writer at worldwide html Mumbai. Write a covering letter in response to this advertisement.
3. Briefly discuss the body language during a Job interview.
4. What do you understand by workplace etiquette? Discuss
5. Discuss the various types of customers you are likely to deal with at work.
6. Discuss the different types of e-correspondence and their advantages?
7. What are the essentials of a good customer's service. Discuss.

### SECTION – C

Answer any 2 of the following questions. (2x15=30)

1. Write a brief self-profile for people who do not know much about you.
2. Write a speech on you. How to make an effective communication?
3. Discuss various elements involved while organising a portfolio.