

**PROFESSIONAL CERTIFICATE IN  
SPOKEN ENGLISH AND  
PERSONALITY DEVELOPMENT**

**Term-End Examination**

**December, 2010**

**BSSI-002 : ENGLISH AT WORK - III**

*Time : 2 hours*

*Maximum Marks : 60*

*Note : (i) The paper has six questions.*

*(ii) All questions must be attempted.*

1. Read the given passage and answer the questions that follow : 2x5=10

Teams are important in modern business many companies want all their employees to be good at team work and they want the CEO, directors and managers to be good at organising teamwork.

In traditional terms, people usually work for the same company. Sometimes team members are from the same department and sometimes from different departments. Today, colleagues often work on international projects and modern technology helps members of the team to communicate. People use the internet and video conferences to talk to each other when they are in different countries.

Teams are not always formal. Employees often meet with people from other departments at work, for example over coffee. These groups are not organised teams, but they are important. They network and talk about work, and help to communicate information between departments. Some companies have teams that meet in unusual places. Companies build rooms for teamwork so that these special teams can meet outside their normal office. The rooms look different from normal offices, for example painted in bright colours. Some managers think this helps teams to be creative. It is also important to have regular contact with other departments in the main company - such as design, marketing, production and finance. This sometimes helps them to decide if an idea is good or bad.

- (a) What do most companies want of their employees ? 2
- (b) How do employees talk to each other when they are in different countries ? 2
- (c) Teams always meet formally. Do you agree with this statement ? Give a reason for your answer. 2
- (d) How does it help to have regular contact with other departments in the main company ? 2
- (e) (i) Give the full form of CEO. 2  
(ii) What is the meaning of 'Marketing'?

2. Write an essay in about 150 - 200 words on *any one* of the following topics : 10

- (a) Power of mobile phones.
- (b) Pollution, a threat to mankind.

3. Each sentence has an error. Underline the error and then correct it. Write the correction on the right hand space. 10

- (a) Rina said I would be working from home.
- (b) Has she ever meet the CEO ?
- (c) We doesn't live in India.
- (d) What do you usually do at a New year's day ?
- (e) Many employees losed their jobs last year due to recession.
- (f) This project cost more than the planned budget already.
- (g) They have been in the meeting since four hours.
- (h) Anita has a meeting last Thursday.
- (i) What did you doing at the moment ?
- (j) Why is your paper different than mine ?

4. Fill in the blanks with suitable Articles, wherever necessary. 10

- (a) Chanda works in \_\_\_\_\_ University of Michigan.
- (b) I have worked for 5 years with \_\_\_\_\_ MNC.
- (c) I am looking for \_\_\_\_\_ good pair of shoes.
- (d) He received \_\_\_\_\_ honorary doctorate degree from Oxford.
- (e) Laughter is \_\_\_\_\_ best medicine.
- (f) Do you have \_\_\_\_\_ middle name.
- (g) Can you give me \_\_\_\_\_ yearly report of the company's sales.
- (h) I turned back as I heard \_\_\_\_\_ familiar sound.
- (i) \_\_\_\_\_ restaurant, you recommended was excellent.
- (j) I use \_\_\_\_\_ face wash to clean my face.

5. Match the statements/phrases in column-A with the ones in column-B. 10

	Column -A		Column -B
(a)	The company	(i)	has polluted the waters of the world.
(b)	How much	(ii)	gives food a great flavour.
(c)	She asked me	(iii)	officer has stamped all the passports.
(d)	The government records	(iv)	has hired a few chartered accountants
(e)	Of the ten stores in their retail chain	(v)	that were stored in the leased facility were destroyed.
(f)	Industrial waste	(vi)	seemed foolish when decisive action was required.
(g)	The State Bank of India	(vii)	their central market outlet is the best
(h)	The immigration	(viii)	does an average desktop weigh ?
(i)	Italian seasoning	(ix)	what my favourite programme was.
(j)	To wait	(x)	of which many people have heard, was the first bank of India.

6. Choose the words from the ones given in the block and fill in the blanks :

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[cope, synthetic, deficit, technology, meet, typing, bankrupt, liquid, brokerage, entree]

- (a) He still has to learn to \_\_\_\_\_ with the work pressure.
  - (b) The businessman, who first used the new \_\_\_\_\_ in garment manufacturing, accumulated great wealth.
  - (c) My boss, who lives in Europe, is coming to attend a business \_\_\_\_\_ next week.
  - (d) I am looking for a secretary who has good \_\_\_\_\_ speed.
  - (e) The company was declared \_\_\_\_\_ on account of heavy losses last year.
  - (f) \_\_\_\_\_ funds are a safe alternative to those left idling in fixed accounts.
  - (g) Sunil buys and sells shares and stocks in return for a \_\_\_\_\_ .
  - (h) Has anyone heard about the \_\_\_\_\_ our company is facing ?
  - (i) The \_\_\_\_\_ was brought in by the waiter.
  - (j) Nylon and other \_\_\_\_\_ material can be harmed over time by ultraviolet radiation from the Sun.
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