

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING - FINANCE AND
ACCOUNTING PROGRAMME (DPBOFA)**

Term-End Examination

December, 2011

**BPOI-006 : CERTIFICATE IN COMMUNICATION
AND IT SKILLS PROGRAMME (CCITSK)**

Time : 3 hours

Maximum Marks : 65

Note : Attempt all questions. Q. No. 1 - 5 carry 10 marks each. Question No. 6 carries 15 marks.

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

The idyll of writing - drawing ink into the suction pump, wiping the nib clean, carefully touching pen to paper and producing a flourish of beautiful text-that Mont Blanc expouses has succumbed to the prevalent logic of this day and age : speed and utility. Today, few wield the pen with the savior-faire of K.C. Janardhan, a handwriting expert whose studio is packed to the brim with precious objects of penmanship. "In handwriting, you cannot cut corners. Research suggests that adults can write no more than 18 to

23 words a minute but at the school level, children are expected to write much faster, leading to wavy, misformed letters”, he says.

In India, as in the rest of the world, handwriting has fallen into an ugly rut, riding on misinformed practices and styles. Besides, just as the fountain pen has given way to plastic ballpoints claiming to glide on paper, computer literacy has changed the pedagogy of the written word. “Handwriting skills are not stressed as much now, in keeping with the requirements of this generation, which will be using computers a lot”, says Melissa Aulappan, a Bangalore - based communications consultant. While Aulappan doesn't write much, her 16-year-old daughter Riya prefers to do most of her writing on the computer.

For some of us accustomed to using Microsoft word and Blogspot, our handwriting is a memory shrouded by sepia-tinted letters and musty exercise books. Increasingly, people are finding themselves unable to write, whether it is signing a simple cheque, or a personal message on a card, a shopping list, or a reflective retrospective of the day's events. Surveys have found that due to lack of handwriting practice, students cannot answer all the questions in the stipulated time during exams. In fact, class VIII children took over 35 minutes to write one sheet of paper.

Paradoxically, even as handwriting is sidelined by digital fonts and several schools have made cursive writing optional, centres have cropped up in cities across the country, promising 'perfect handwriting' in a matter of months. Artist S. Narayan trains 300 students a year in cursive writing, using finger exercises to teach handwriting strokes to adults and children aged three and above.

On the fringes of the crusade for handwriting improvement is a growing class of practitioners called grapho-therapists, who believe in, or at least make money off the controversial science of predicting one's character traits from one's handwriting and changing the latter for personality enhancement. Such handwriting analysts believe in the 'transformational potential' of their method.

Based on the above passage, answer the questions that follow : Choose the best option :

- (a) The writer of the passage believes that : 2
- (i) Handwriting analysis is a good thing
 - (ii) The shift to using computers has resulted in the neglect of Mont Blanc pens, fountain pens and plastic - ball points
 - (iii) People are forgetting how to write because they have moved on to typing on keyboards.

- (b) Which *one* of the following statements is true : 2
- (i) The writer believes that schools are no longer stressing upon handwriting
 - (ii) grapho - therapists are more useful than handwriting analysts
 - (iii) children at school level can write much faster than adults
- (c) The phrase, 'reflective retrospective of the day's event's means : 2
- (i) a personal account of news
 - (ii) an analysis of significant moments of the day
 - (iii) a thoughtful looking back at what happened during the day
- (d) What common things do people nowadays find difficult to pen down by hand ? 2
- (e) Find words from the passage which mean : 2
- (i) yielded or surrendered
 - (ii) work for a cause
2. As the Divisional Manager of a mobile communications company, write an e-mail to the branch offices asking them to obtain complete particulars and valid identification documents of all their subscribers, within one month. 10

3. As the manager of a creche for children of working parents, submit a report to the proprietor regarding its functioning, highlighting any problems / deficiencies, with suggestions for improvement. (250 words approx.) 10
4. You wish to avail of a package tour for yourself with family to a holiday destination. Write a telephone conversation in a total of 10 turns between yourself and the tour operator, regarding the options and prices available, and book one of the packages after selection, ask him to. 10
5. A client has come to your bank to ask for an education loan for her child. As the relationship manager of the bank, write the dialogue between the two, giving details of the loan's terms and conditions. 10
6. **Grammar :**
- (a) Change the 'speech' (Reported / Direct) of the following sentences : 5
- (i) The customer said, "I'm thinking of buying a new car, if you'll sanction me a loan".
- (ii) The manager told her secretary, "Please don't put any calls through to my office. I'm busy in the meeting with my Accounts executive".

- (iii) The MD said that he would withhold the special bonus of those who could not reach the sales targets.
 - (iv) The caller asked the executive, "Are you certain of that, Ms. Dodiya?"
 - (v) The customer complained to the shop owner that he had been over charged for the groceries he had purchased a week ago.
- (b) Complete the following sentences by adding noun clauses using the clues given in brackets and appropriate subordinating conjunctions : 5
- (i) Will you inquire _____ (he/ complaining) ?
 - (ii) I don't know _____ (get/money back).
 - (iii) She also found out _____ (the man/live).
 - (iv) _____ the (leopard/entered the premises) was a mystery.
 - (v) The executive paid careful attention to _____ (the customer/saying).
- (c) Complete the following sentences with appropriate forms of adjectives : 5
- (i) The Qatar Airlines ticket was the _____ (expensive).
 - (ii) Which is the _____ place you have travelled to ? (nice)

- (iii) There is nothing _____ than a dip in the swimming pool (refresh).
- (iv) She was _____ than her sister (considerate).
- (v) The meeting was _____ than I had expected (good).
- _____