

**English Communication (BPOI-006)**

**Diploma in Business Process Outsourcing  
Finance and Accounting programme (DBPOFA)  
And  
Certificate in Communication and IT Skills programme (CCITSK)**

**ASSIGNMENT BOOKLET  
(For January 2016 and July 2016 sessions)**

**School of Vocational Education and Training  
Indira Gandhi National Open University Maidan  
Garhi, New Delhi-110 068**

**Course BPOI-006: English Communication Skills**  
**DBPOFA & CCITSK programme**

**Course Code: BPOI-006**

**Dear Student,**

We hope you enjoyed reading the course and found it useful in applying it in your communication with others.

In order to help you understand the material better and prepare you for the final examination later, we have an assignment for this course. This assignment is a Tutor Marked Assignment (TMA) and carries 100 marks.

**Aims:** The TMA is mainly concerned with your ability to understand the material and apply it meaningfully in real-life interactions. These assignments are as much a teaching device as a testing tool.

**Guidelines:** You will be required to answer the questions which are based on the units and your understanding and practice of the activities.

As in day-to-day life, planning is important in doing the assignments well. Read the assignments carefully; go through the units on which they are based and jot down some points regarding each question. Prepare a rough draft of the answers.

Make sure that your answer:

- a) is written in simple and correct English,
- b) is written neatly and clearly,
- c) reflects your understanding of the units.

You will be evaluated on the following criteria:

- fulfilling and completing all aspects of the task/question,
- how you have dealt with your ideas,
- whether you used appropriate linkers when required,
- did you make adequate use of paragraph when required,
- range and correctness of vocabulary,
- accuracy of grammatical structures.

Please remember that it is compulsory to submit your assignments before you can take the Term End Exams. Also remember to keep a copy of your assignments with you and do take a receipt from your Study Centre when you submit the assignments. In the event that you do not have a study centre in your city/region, please forward it to “ **The Programme Coordinator, SOVET, Block No 15 E, First Floor, New Academic Building, IGNOU, Maidan Garhi, New Delhi 110068**

**Last Date for Submission of Assignment:**

**For June Exam**

**31<sup>st</sup> March**

**For December Exam**

**30<sup>th</sup> September**

**Good Luck!**

## Course: BPOI-006

Course Code: BPOI-006  
Max. Marks: 100

### Answer all questions.

1. Write an e-mail to all the members informing them about the date, time and place/venue of the Interim Annual General body Meeting of Business house. **10**
2. Develop a telephonic conversation with the secretary of HR head of a big business house on the issue of Harassment of employees in MNC's. **10**
3. A prospective client visits your showroom to buy an I-Phone on installments. Write a dialogue with him explaining the features of your products and the terms and conditions. **10**
4. Pick out the correct form of the verbs:
  - i In the India today, the number of women in rural places *reached/has reached* 10% of the population.
  - ii In the western countries women *went/go* out to work usually.
  - iii In olden days, husbands often *didn't let/haven't let* their wives get jobs.
  - iv Today the situation *changed/has changed* a lot.
  - v In the 1970s, new laws *made/have made* employers offer women and men equal pay and conditions.
  - vi Several changes in the present law *gave/have given* women today better conditions than before.
  - vii However, women's average salaries at the moment *didn't rise/haven't risen* to average level of men's salaries.
  - viii This is partly because the biggest increase in work for women in the last 20 years *was/has been* in part-time jobs.
  - ix It is also because most of today's women *didn't climb/haven't climbed* to higher levels of management.
  - x Most of the women *didn't try/haven't tried* to do so either. **10**
5. You are a group of 4 friends, interested in visiting Paris. You have seen an advertisement of Asia Travels on the web. Write an email to them to enquire about a one week trip to Paris. Ask about the following: **10**
  - Place you should visit
  - Accommodation/Sight Seeing
  - Transport/Air Fare
  - Total cost per head

6. Mark the stressed syllables in the following words

10

i	Italy	Italian
ii	Zambia	Zambian
iii	Africa	African
iv	Austria	Austrian
v	Belgium	Belgian
vi	Brazil	Brazilian
vii	Persia	Persian
viii	Japan	Japanese
ix	Russia	Russian
x	Iran	Iranian

7. Write a short conversation/dialogue of about 5 turns on any **two** of the following:

- i) Your grandfather is going to retire on 31<sup>st</sup> of March 2016. Ask permission from your boss to attend his farewell party.
- ii) You are called to deliver lecture on English speaking in a group of students. Write briefly about your speech.
- iii) Express your regards & concern for your friend who is leaving your company & do write the response of others too.

10

8. Fill in the blanks with appropriate adjective:

- i.) Is she a \_\_\_\_\_ woman?
- ii.) He is \_\_\_\_\_ student.
- iii.) It is a \_\_\_\_\_ letter.
- iv.) Canada is a very \_\_\_\_\_ country.
- v.) Chinese culture is \_\_\_\_\_ to India.
- vi.) She has \_\_\_\_\_ office.
- vii.) Indians are very \_\_\_\_\_ people.
- viii.) The classrooms have \_\_\_\_\_ board.
- ix.) The color of sand is \_\_\_\_\_ on Marine Beach.
- x) It is a very \_\_\_\_\_ camera.

10

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

Do you know where the modern mail system originated? Well, it was in England. And the strange thing was that it was not the sender but the receiver who had to pay for the post. Initially, the postmen delivering letters used to collect the money in cash. The postage itself Was quite high, calculated on the basis of a complex set of rates.

Rowland Hill, who became the greatest postal reformer in history, never forgot his childhood experience, when his poor mother had to send him out to sell a bag of clothes to raise three Shillings to receive a batch of letters.

Later, he (Sir Rowland Hill) thought of a scheme so that the burden of payment should be shifted from the addressee to the sender. And the system of postage stamps was started. Most letters required a postage stamp worth only a penny.

The first such stamp was issued in 1840 and carried the head of Queen Victoria. Some people felt unhappy that their queen's head was disfigured in the process of

cancellation. The queen herself didn't seem to mind. In fact, she herself enjoyed walking to the local post office from her Balmoral Castle to buy stamps and chat with the postmaster.

- (a) Where was the modern postal system started?
- (b) Who used to pay for the post in the beginning?
- (c) When was the first stamp issued? Whose picture did it carry?
- (d) How much did people spend on most stamps at first?
- (e) Find words from the passage which are opposite in meaning to the following :
  - (i) Sender, (ii) Simple

10

10. Lets play a game now! Using ten different letters of the alphabet, write adjectives describing comparative attributes at work, example: More Practical, More hard working etc.

10