

**BPOI-006**

**English Communication/Communication Skills (BPOI-006)**

**Diploma in Business Process Outsourcing  
Finance and Accounting programme (DBPOFA)**

**And**

**Certificate in Communication and IT Skills programme (CCITSK)**

**ASSIGNMENT BOOKLET  
(For Jan 2018 and July 2018 sessions)**



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

**Course BPOI-006: English Communication/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!**

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Max. Marks: 100

**Answer all questions.**

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

We fear. Some of us are scared of insects, or certain animals. Others fear darkness. Yet others quail at the thought of facing an examination or interview. And what about those of us who are terrified of wars, famine, disease, poverty, unemployment and recession. Many fears are related to the well being of our family and friends. Almost all of us are fearful of the future with all its uncertainties. Ultimately the biggest fear that haunts us is the fear of death.

Why do we fear? Fear is a conditioned response, because we have been told or have read or learnt about certain things that can be unpleasant. How many of us have come face to face with a wild animal? Yet we fear them. Though we might not experience a grave illness or abject poverty, we worry: What if .....Death is often our biggest fear.

Phobias are usually by products of ignorance. Memories too play a role. We might have flunked an exam, got stuck on the highway at night, or got lost in a strange place. Memories of these personal experiences linger and we wish to avoid similar situations in the future.

The future is uncertain and that scares us. We do not know what will happen to us in the next moment, day, month or year. You might imagine dying of heart attack, accident, or a terminal disease. Or we hear of a friend losing a job. Knowledge or memory of someone else's experience then becomes a basis for fear.

Any kind of fear, real or imagined, tends to adversely impact our thinking and behavior. Many decisions we make in life are done so on the basis of our fears. Parents fear for their children so much so that they hesitate to send them on school picnics, some go to the extent of ruling out their relocating away from home to pursue who confined their children at home. We become suspicious and insecure, even get embroiled in conflict. Countries go to war with one another, all this leads to immense stress.

Go deep into why you fear something in order to overcome it. How many of our fears are justified. And how many are irrational? Looking with awareness at our fears, we might find they are unfounded. This realization helps free us. For this, we need to cultivate greater perspective and understanding. Learning to accept things we cannot change can not only help reduce stress, it could ultimately lead to our finding a way to make things better.

Fear and happiness are to ends of a spectrum. Even a little fear can prove to become a big burden. Happiness and joy will flow then we learn to become fearless.

Answer the following questions

**10**

1. What are some of the fears that perpetually haunt us?
2. What are the factors that generate fear in us?
3. How does fear impact the way we act?
4. How can we liberate ourselves from fear?
5. Find words in the passage which mean the same as following :  
(a) miserable (b) persist

2. Write an article on any **one** of the following: **10**

- Power/ Role of Media
- Women Empowerment
- Increasing Poverty in India

3 Write in 100-150 words on any **one** of the following topics: **10**

- Write an email to the Purchase Department of XYZ Company explaining that the purchase order has been exhausted, request them to raise a fresh purchase order.
- Write an email to the Finance Officer in ABC Company stating that there is a mismatch in prices and goods in purchase order and invoice. Seek clarification on what to do next.

4 Complete the telephone conversation. Use the phrases in the box. **10**

Could you give her a message?	Could you give me your number?
Can you spell that, please?	Hold the line, please.
I'm sorry, she's away this week.	...could I have your name again?
Could you ask her to call me...	Could I speak to.....
Who's calling, please?	Thanks very much.

Receptionist: Good morning. Srihari Merchandise. How can I help you?  
Caller: Hello.....Ms. Nivedita Sen, please?  
Receptionist: .....  
Caller: It's Narinder Venkatesan.  
Receptionist: Thank you. .... Let me check.  
.....  
Caller: Oh, no!.....  
Receptionist: Yes, certainly.  
Caller: .....next Monday?  
Receptionist: Yes, of course. I'm sorry,.....  
Caller: It's Venkatesan.  
Receptionist: .....  
Caller: It's V-e-n-k-a-t-e-s-a-n.  
Receptionist: .....  
Caller: 0-double 4, 2-2-1-7-4-7-0-2  
Receptionist: Right. Mr. Narinder Venkatesan on 0-double 4, 2-2-1-7-4-7-0-2.  
Caller: That's it. .... Good bye.  
Receptionist: Goodbye.

5 Fill the gaps with **in, on** or **at**. **8**

- i There's a ticket machine.....the entrance to the metro station.
- ii Chandni Chowk tube station is.....the Yellow Line of Delhi Metro.
- iii Delhi Metro Fares are calculated based ..... the origin and destination stations using a fare chart.
- iv Refundable deposit of ₹50 must be paid.....the time of purchasing the card.
- v Rahul found a Norwegian flag.....the South Pole.
- vi There is snow.....Kilimanjaro throughout the year.

- vii The mosquitoes that spread dengue usually bite .....dusk and dawn.
- viii According to WHO dengue fever is now endemic ..... more than 100 countries.

6 Pick out the correct form of the verbs: 10

- i In the UK today, the number of women in work *reached/has reached* nearly 50% of the working population.
- ii In the 1950s and early 1960s, very few women *went/have gone* out to work.
- iii In those 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.

7 You are a group of 4 friends, interested in visiting Nepal. You have seen an advertisement of Novelty Travels on the web. Write an email to them to enquire about a one week trip to Nepal. Ask about the following: 10

- Place you should visit
- Accommodation
- Organization of sightseeing
- Total cost per head

8 Insert the words written in the box in appropriate spaces to complete the following text of a job description. 8

listener	incumbent	accountability	fluent
consumers	position	communication	assertive

**Job description for the position of Salesman**

This is a front-line job. The .....involves responsibility for Channel Management, including.....for the Sales Revenue from the territory and for Collections. The .....will be dealing with the distribution channel and not with the final..... The person will be required to travel extensively. S/He should be .....in both Hindi and English. S/He should have

excellent.....skills, and should be a good..... S/He should be an.....person and a good negotiator.

9 Lets play a game now! Using five different letters of the alphabet, write adjectives describing positive attributes at work, example: Z: zealous, C: conscientious, P: practical. **5**

10 Fill in the blanks with the correct form of the verb given in brackets. **9**

- i The cars .....parked on the street ahead. (is/are)
- ii The carpet .....a lot of stains. (has/have)
- iii The Trade Union Members' Meeting .....being held in the Conference Room. (is/are)
- iv Fifteen years.....a very long time! (is/are)
- v Neither her father nor her mother .....very tall. (is/are)
- vi Either this woman or that man.....stolen the watch. (has/have)
- vii At the party, everyone.....well dressed. (was/were)
- viii Baked beans and toast.....my favourite dish for breakfast. (is/are)
- ix Many children .....injured in the accident. (was/were)
- x Something.....amiss in this room. (seem/seems)

11 Mark the stressed syllables in the following words **10**

- i America American
- ii Canada Canadian
- iii Australia Australian
- iv Austria Austrian
- v Belgium Belgian
- vi Brazil Brazilian
- vii China Chinese
- viii Germany German
- ix Hungary Hungarian
- x India Indian