

# ASSIGNMENT BOOKLET

Course BPOI-006: English Communication/ Communication Skills

Diploma in Business Process  
Outsourcing Finance and Accounting  
programme

**(DBPOFA: Semester 2)**

**For January 2023 Re-registration session**

**For July 2023 Re-registration session**



**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 programme**

**Dear Student,**

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

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 you're 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. **Please submit your 'Assignment' at your 'Study Centre'**. 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. If 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 (or as and when notified by the University)**

**For appearing in June 2023 TEE Exam                      31<sup>st</sup> March**

**For appearing in December 2023 TEE Exam              30<sup>th</sup> September**

**Good Luck!**

## Course: BPOI-006

Max Marks: 100

Weightage in TEE: 20 %

Pass marks: 40%

**Answer all questions.**

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

Punctuality is a necessary habit in all public affairs of a civilized society – Without it nothing could ever be concluded, everything would be in a state of chaos. Only in a sparsely populated rural community is it possible to disregard it. In ordinary living there can be some tolerance of unpunctuality. The intellectual, who is working on some abstruse problem, has everything coordinated and organized for the matter in hand. He is therefore forgiven, if late for the dinner party. But people are often reproached for unpunctuality when their only fault is cutting thing fine. It is hard for energetic, quick-minded people to waste time, so they are often tempted to finish, a job before setting out to keep an appointment. If no accidents occur on the way, like punctured tyres, diversion of traffic, sudden descent of fog, they will be on time. They are often more industrious, useful citizens than those who are never late. The over-punctual can as much be a trial to others as the unpunctual. The guest who arrives half an hour too soon is the greatest nuisance. Some friends of my family had this irritating habit. The only thing to do was to ask them to come half an hour later than the other guests. Then they arrived just when we wanted them.

If you are catching a train, it is always better to be comfortably early than even a fraction of a minute too late. Although being early, may mean wasting a little time, this will be less than if you miss the train and have to wait an hour or so for the next one. And you avoid the frustration of arriving at the very moment when the train is drawing out of the station and being unable to get on it. An even a harder situation is to be on the platform in good time for a train and still to see it go off without you. Such an experience be fell a certain young girl the first time she was travelling alone.

She entered the station twenty minutes before the train was due, since her parents had impressed upon her that it would be unforgiveable to miss it and cause the friends with whom she going to stay to make two journeys to meet her. She gave her luggage to a porter and showed him her ticket. To her horror he said that she was too hours too soon. She felt in her handbag, for the piece of paper on which her father had written down all the details of the journey and gave it to the porter. He agreed that a train did come into the station at the time on the paper and that it did stop, but only to take on water, not passengers. The girl asked to see a timetable, felling sure that her father could not have made such a mistake. The porter went to fetch one and arrived back with the stationmaster, who produced it with a flourish and pointed out a microscope ‘o’ beside the time of the arrival of the train at his station. The little ‘o’ indicated that the train only stopped for water. Just at the moment the train came into the station, the girl, tears streaming down her face, begged to be allowed to strip into the guard’s van. But the stationmaster was adamant; rules could not be broken. And she had to watch that train disappear towards her destination while she was left behind.

**Questions****2x5=10**

- a. Why is punctuality a necessary habit?
- b. Why is the intellectual forgiven if he is late?
- c. Who does the writer refer to as 'industrious useful citizen'?
- d. How did the writer deal with the 'over punctual' friend?
- e. What request did the girl make to the guard and why didn't he oblige?

**2. Write these words in the contracted form:****15**

- i I am
- ii She is
- iii We are
- iv We have
- v You have
- vi I would
- vii You would
- viii Do not
- ix Are not
- x Should not
- xi Should have
- xii Need not
- xiii It is
- xiv That is
- xv He is

**3. Please see the following table:**

	<b>Foreign words</b>	<b>Origin</b>	<b>Meaning</b>
1	ad hoc	Latin	unplanned
2	ad infinitum	Latin	Endlessly
3	bete noire	French	something that you hate or find annoying
4	bona fide	Latin	genuine or real
5	carte blanche	French	complete power to do exactly as you wish
6	faux pas	French	socially embarrassing action or mistake
7	status quo	Latin	situation that exists at a particular time without any changes
8	rendezvous	French	any type of meeting
9	aficionado	Spanish	a person who likes a particular sport, activity or subject very much and knows a lot about it
10	chic	French	very fashionable and elegant

Now complete these sentences with suitable expressions from the above table:

10

- i She was perfectly dressed and looked very \_\_\_\_\_.
- ii You will need a \_\_\_\_\_ document from your organization stating your tenure of work with them.
- iii Her is an \_\_\_\_\_ appointment. She is presently under observation.
- iv The Darjeeling tea is regarded by \_\_\_\_\_ as the very best in the world.
- v If you have no understanding of another's culture, you could easily make a \_\_\_\_\_ which could be extremely embarrassing.
- vi If you cannot resolve the issue the \_\_\_\_\_ will continue.
- vii They set up a \_\_\_\_\_ at a faraway resort where nobody would disturb them.
- viii He was given \_\_\_\_\_ to deal with the matter as he found suitable.
- ix My particular \_\_\_\_\_ is people smoking in public places even after the ban.
- x You cannot stay in a foreign country \_\_\_\_\_ on a visitor's visa.

**4. Complete these sentences with verbs in the simple present**

(First one is done for you):

05

- i I *walk* to office every day.
- ii I \_\_\_\_\_ my house at 8 o'clock in the morning.
- iii I \_\_\_\_\_ my office by 8.30 am.
- iv I \_\_\_\_\_ my lunch in the office canteen.
- v I \_\_\_\_\_ home by 6 pm.

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

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- 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 favorite dish for breakfast. (is / are)
- ix Many children \_\_\_\_\_ injured in the accident. (was / were)
- x Something \_\_\_\_\_ amiss in this room. (seem / seems)

**6. Complete the sentences with *who, whom, which, that* and *to whom*: 05**

- i The receptionist at the desk ..... I spoke was very helpful.
- ii The hotel has a large conference hall in ..... workshops can be held.
- iii I can give you the name of the HR Manager ..... I deal with.
- iv We drew a short-list of candidates ..... CVs were very good.
- v We've got a machine ..... prints in color.

**7. Complete the sentences with the correct prepositions: 05**

- i All our products fully comply ..... international safety standards.
- ii We do not rely ..... rail transport, so our delivery will not be affected by the railway strike.
- iii The level of discount we offer depends ..... the size of the order.
- iv Goods may be paid ..... in dollars.
- v I'm confident that we could agree ..... suitable credit terms.

**8. Write a short conversation/ dialogue of about 5 turns on any two of the following: 2x10=20**

- i) Your grandfather is going to retire on 31st of March 2023. 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.

**9. Write an article on any two of the following: 2x10=20**

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

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