

**DIPLOMA IN BUSINESS PROCESS  
OUTSOURCING – FINANCE AND  
ACCOUNTING AND CERTIFICATE IN  
COMMUNICATION AND SKILLS  
(DBPOFA/CCITSK)**

00875 **Term-End Examination**  
**December, 2014**

**BPOI-006 : ENGLISH COMMUNICATION SKILLS**

*Time : 3 hours*

*Maximum Marks : 65*

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**Note :** Answer *all* questions. Questions no. 1 to 5 are of 10 marks each. Question no. 6 is of 15 marks.

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1. Read the following passage and answer the questions given below : 5×2

Each morning more than a million readers open their newspapers and eagerly look at the far right hand column of the front page of The Times of India : they find Laxman's cartoon as refreshing as the first cup of tea. Laxman has produced several thousand cartoons under the title 'You Said It'. Besides The Times of India, he has produced cartoons for The Illustrated Weekly and Filmfare. Though he is busy every day producing a cartoon for the The Times of India, he finds time to do several other things. He has drawn calendars for the State Bank of

India, made matchbox covers for Wimco and illustrated catalogues for Air India. He has written one novel, and produced several short stories and travel books.

Laxman has a very interesting past. By the time he finished school, he knew he wanted to be a painter. He applied to the J.J. School of Arts in Bombay for admission to a short course in art but he was refused admission. Years later, when he became well-known in Bombay the same school invited him to distribute prizes at their Annual Day. He mentioned in his speech that he was grateful to the school for not giving him admission. He said, 'If I had got admission, I would have ended up in some commercial studio.'

- (i) Name the magazines and newspapers for which Laxman has produced cartoons.
  - (ii) Name at least two things that Laxman has done in addition to producing cartoons.
  - (iii) Why did the J.J. School of Arts invite Laxman ?
  - (iv) Why did Laxman thank the J.J. School of Arts ?
  - (v) Find words from the passage which mean famous, thankful.
2. You are a Customer Care Executive in a Call Centre, handling complaints related to Mobile Phones. Write a telephone conversation in a total of ten turns pertaining to a client lodging a complaint about a recently purchased mobile phone.

3. You are applying for a job of an accountant in an organization. Write an appropriate CV (Curriculum Vitae) of yourself in response to the advertisement. 10
4. A client has defaulted on payment for goods which have already been delivered. Write a letter to him requesting payment for the same. 10
5. Write a report to the manager of a reputed garment export factory about the feasibility of opening another factory in your city. 10
6. (a) Given below are some answers. Supply suitable questions to them. 5
- (i) I paid ₹ 800 for my bicycle. (Begin with 'How much ...')
- (ii) No, he can't speak English.
- (iii) The postman rang the bell. (Begin with "Who")
- (iv) Yes, they have completed the work.
- (v) I'll give you the marks tomorrow. (Begin with "When")
- (b) Rewrite the following sentences in the passive voice : 5
- (i) Raju saw a snake.
- (ii) Somebody stole my pen.
- (iii) Many people attended the party.
- (iv) My mother cooks the food.
- (v) Mr. Bhatnagar teaches English.

(c) Complete the following sentences choosing the correct verb from those given in brackets :

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- (i) Most of the pages of this book (is/are) missing.
  - (ii) Everyone (like/likes) the smell of a rose.
  - (iii) I have two sisters. Both of them (study/studying) in College.
  - (iv) Both Sunil and Ravi (has/have) won the first prize in the Creative Writing competition.
  - (v) A book of poems (was/were) published by Pearson.
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