

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

Term-End Examination

01058

December, 2017

BPOI-006 : ENGLISH COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 65

*Note : Attempt all questions. Question No 1 to 5 carry
10 marks each. Question No. 6 is of 15 marks.*

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

Unconsciousness is a state where the person appears to be in deep sleep from which he/she can't be woken. The individual does not respond to any external stimuli, like sprinkling cold water on the face, or tingling a nerve etc. with a pin. This insensible state is brought about by some disturbance in the normal functioning of the brain and the *nervous* system.

Unconsciousness when *Partial* is called *stupor* and when complete is termed as *coma*. In cases of *stupor*, the individual can be *roused* with difficulty but the eyelids cannot be opened due to resistance by the individual. In *coma*, however, although there is no response when an individual is being called, the eyelids can be opened without any *resistance*.

The usual cases of unconsciousness include *fainting, sunstroke, concussion*, etc. Fainting is caused by the temporary reduction in the blood supply to the brain because of *fright*, unexpected good or bad news, etc. People held up in stuffy places like elevators often faint. A sudden fall in blood pressure can also cause fainting. The individual appears pale, becomes weak and slow, breathing becomes *shallow* and the skin turns cold and *clammy*.

Excessive summer heat can make an individual faint. *Prolonged exposure* to sun may also cause sunstroke which starts with headache, vomiting, *dizziness, cramps*, or dryness of the throat.

Concussion commonly results in unconsciousness. Direct injury to the brain caused by either a blow on the head or a fall from a height, etc. may result in concussion and compression. The casualty may 'black out' for a short while in mild cases. Concussion and compression result in stupor or coma in more serious cases.

An individual could suddenly become unconscious due to a heart attack. The initial signs are vomiting, *profuse sweating* and pain in the left side of the chest.

Questions :

- (a) What is the difference between coma and stupor ?

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- (b) Complete the following statements :
- (i) When there is not enough supply of blood to the brain the individual _____ 1
 - (ii) In the state of stupor there is resistance by the person concerned therefore _____ 2
- (c) Enumerate the three conditions, as mentioned in the passage, in which people faint. 2
- (d) Pick out words from the passage which mean the same as 3
- (i) too much
 - (ii) lift
 - (iii) lasting for a long time
2. You are a student of MBA, specializing in Marketing. Write an application to the Personnel Manager of a Marketing Company requesting suitable placement. Enclose a C.V. along with the application. 7+3
3. What is the importance of small talk in different social situations ? Illustrate your answer by developing a small talk with a person you meet as a colleague in an interview. 5+5
4. You are the secretary of the staff council. Write an agenda for a meeting for working out the details of the annual function of the colleges to be held next month. 10

5. You are the proprietor of a garage. Develop a telephonic conversation with a client whose car is under repair in your garage ; he has called up to find out the reason for the inordinate delay, the extent of problems, the cost involved and the latest date of delivery. You must take ten turns. 10

6. (a) Rewrite the following sentences after correcting the errors if any : 5

- (i) I can't cope up with the stress of modern life.
- (ii) Sonu and Monu are twins, isn't it ?
- (iii) She has disposed off all her old cloths.
- (iv) Fifteen years are a long period.
- (v) No sooner did I reach home when my mother left for her office.

(b) Do as directed. 5

- (i) I could not complete my project. There was no electric supply. (combine into a complex sentence).
- (ii) He heard the news but he was so tired that he could not react (rewrite using *too*)
- (iii) Which room you _____ (rent) ? (rewrite using correct tense of the verb in brackets)
- (iv) Let's go, _____ (add a question tag)
- (v) The paper was so lengthy that no one could complete it in three hours. (rewrite in the passive voice)

(c) Change the following sentence into indirect speech. 5

- (i) The librarian said, "Boys, please return the books by the due date".
 - (ii) I said, "Rosy, where do you plan to celebrate your sixteenth birthday?"
 - (iii) "Why do you look so upset today?" said Ravi to his friend.
 - (iv) "Hurrah ! We have won the match" said saurabh.
 - (v) All the trains have been running late these days", said the station master.
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