

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING - FINANCE AND
ACCOUNTING PROGRAMME (DPBOFA)**

Term-End Examination

June, 2012

**BPOI-006 : CERTIFICATE IN COMMUNICATION
AND IT SKILLS PROGRAMME (CCITSK)**

Time : 3 hours

Maximum Marks : 65

Note : Please answer all questions. Question No. 1 to 5 carry 10 marks each. Question No. 6 carries 15 marks.

1. Read the following passage and answer the questions below it : **2x5=10**

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
2. As the chief operating officer (COO) of your company, write a memo conveying the executive committee's decision to pay one day's extra salary for working on a Saturday. 10

3. You are the secretary of an organisation. Draft a Notice and Agenda for a General Body Meeting, the focus of which will be Corporate Social Responsibility. 10
4. A customer calls in to make a payment of Rs.1000/- for an electronic gadget she has purchased. You, as the sales executive of that shop, realise that she has to pay Rs.1500/- and not Rs.1000/-. Write a dialogue between the customer and yourself regarding this matter. 10
5. You are applying for the job of a Sales Executive in an organisation. Write an appropriate of yourself in response to the advertisement. 10
6. (a) Complete the following sentences using one of the words given in brackets : 5
- (i) Our team lost the match because we played _____. (bad/badly).
 - (ii) The driver of the car was _____ injured. (serious / seriously)
 - (iii) Tell me _____ your mother wants and I will buy it for her. (Who/ that/ what).
 - (iv) What is the name of the girl _____ car you had borrowed. (Who / whom / whose)
 - (v) I am starting a new project tomorrow. I am quite _____ about it. (exciting / excited)

(b) Complete the sentences using the appropriate verb form of the verbs given in brackets. 5

(i) Kumar _____ cleaning the car before Ramesh arrived. (finish)

(ii) She told me that she _____ help me. (will).

(iii) The thief _____ before the police could catch him. (escape)

(iv) The bell had already _____ . (ring)

(v) Neha _____ for office at 8 a.m. everyday. (leave)

(c) Fill in the blanks with appropriate prepositions : 5

(i) Are you aware _____ your responsibilities towards your work ?

(ii) The taxi driver isn't sure _____ where he is going.

(iii) If you get lost, go back _____ where you began.

(iv) That man is responsible _____ what his dog did.

(v) We get tired _____ hearing the same old jokes.