

**CERTIFICATE PROGRAMME IN FUNCTIONAL
ENGLISH (CFE)**

Term-End Examination

June, 2016

BEG-006 : JOINING THE WORKFORCE

Time : 3 hours

Maximum Marks : 100

Note : There are seven questions. All questions are compulsory.

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

(1) In most animals, teeth are essential for basic survival. They are necessary for preparing food for ingestion and as a weapon for defence or attack. The loss of teeth leads to inability of the animal to defend itself and to catch and prepare food.

(2) In many animals, once the food is taken inside the mouth, it has to be chopped or ground before being swallowed, to ensure satisfactory digestion. However, over the millennia, the human race has depended less and less on teeth for survival. Modern food preparation involving meticulous and delicate cutting, grinding and cooking has resulted in a softer diet, which can be eaten easily even by people with poor dental health. That is not to say that teeth are unimportant for consuming a modern diet, but their role in ensuring an adequate nutrition is very much reduced.

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- (3) Indeed, in most human societies an important role that has emerged for teeth is to enhance appearance. Facial appearance is tremendously important in determining an individual's integration into the society. During conversation, at interviews in films or television, our attention is largely focussed on the face and thereby people spend much time making their faces as acceptable and attractive as possible.
- (4) Looking through the various glossy magazines available, we see well-groomed smiling faces. An essential component of any film star's face is a row of attractive teeth which are pearly white in colour, well aligned and surrounded by pink healthy gums, firm jaws, cheeks and lips.
- (5) Teeth are not only attractive in themselves but they support the position of the soft tissues of the cheeks and lips and so have a marked influence on the profile of the middle and lower face.
- (6) Another attribute of teeth is their role in speech and communication. Teeth are essential for generating certain sounds.
- (7) The difference is easily noticeable when someone has forgotten their set of dentures. Teeth are, therefore important in eating, speaking and in enhancing appearance, thus raising a person's social acceptability.

- (a) There are 7 paragraphs in the passage. Match the paragraphs (1 to 7) with the appropriate headings listed below (i to vii) 7
- (i) Centre of attraction on the face of a star
 - (ii) great support to healthy living
 - (iii) Beauty of human face
 - (iv) Utility of teeth, gums
 - (v) Mark of social acceptability
 - (vi) effective and correct pronunciation
 - (vii) Effective tool of good communication
- (b) Find the words in the passage that have similar meanings : 8
- (i) Main or most important
 - (ii) Sufficient
 - (iii) Clean and brushed
 - (iv) Very great
 - (v) Put in a line or make them parallel
 - (vi) Painted in shining way
 - (vii) Very clearly noticeable
 - (viii) Quality or characteristic
- (c) Re-read the passage and complete the summary of the passage. 10
- (i) Teeth are important for animals in two respects. They are :
 - (1) _____
 - (2) _____
 - (ii) Two processes take place inside the animal's mouth when the food is taken in. These are :
 - (1) _____
 - (2) _____

(iii) Modern food preparation has reduced the nutritious value of food because it involves.

(1) _____

(2) _____

(iv) The most important role of teeth in modern times is to _____.

(v) People try to make their teeth attractive because _____.

(vi) The profile of the face is determined by teeth because _____.

(vii) Teeth are important in _____.

2. Answer any three of the following questions : $5 \times 3 = 15$

(a) Write three heads under which you would write an article on 'Effective Presentation'.

(b) Fill in the message form based on the understanding of the dialogue given :

Receptionist : This is Dress Well show room. May I know who is calling ?

Caller : This is Abhinav Tailors. Are my trousers and shirts ready ?

Receptionist : Good morning. Your order is ready for billing. Could you collect the packet around 12 O'clock ?

Caller : No problem. I would collect after 3 O'clock.

MESSAGE

Billing section

Dec, 2016

(a) _____ called up to enquire (b) _____
he will collect (c) _____. Keep the packet
ready for delivery at about (d) _____.

Receptionist

(c) Write the closing paragraph of the letter of complaint about non-payment of outstanding bills along with the line of action taken by you.

(d) What three useful tips would you give to your friend who is going to face an interview for the post of a sales person.

3. What would you say in the following situations ? 15
(Use appropriate polite forms and other expressions.) Do any three. Write short dialogues if required.

(a) You want to see the Income Tax Commissioner of your zone with necessary evidence of your father's Income Tax Return. Talk to the PA of the I.T. Commissioner.

(b) Your younger brother hasn't returned from his school. You are quite disturbed. Talk to the S.H.O. of your area to inform him and seek his help in tracing the missing child.

(c) Write an e-mail addressed to the Regional Director, IGNOU to expedite the despatch of admit card and inform the center's name and address.

- (d) Write a brief message addressed to the section officers of sales, payments and supply of goods to submit the monthly report of sale and stock position without any delay as it is inordinately late.

4. (a) Fill in the blanks with suitable prepositions. 5

- (i) If you don't return these books _____ Monday, you'll be fined.
- (ii) The interview will be held _____ Friday, the 23rd June.
- (iii) We were in Ooty _____ the 15th _____ 22nd May.
- (iv) Don't leave the room _____ I'm back.
- (v) Please submit the monthly report _____ sales and stock position.
- (vi) As the cock crowed _____ dawn, I got out of the bed.
- (vii) Kindly see me in my office _____ the end of the class.
- (viii) The marriage party isn't expected _____ 9 O'clock.
- (ix) I'll return these CDs _____ two weeks.

(b) Fill in the blanks with correct phrasal verbs from the options given below. 5

(i) If he _____ spending like that, he will have no money left.

- (A) carries out
- (B) carries on
- (C) carries off
- (D) carries away

(ii) I'm really _____ to seeing my childhood classmate.

- (A) looking at
- (B) looking into
- (C) looking forward
- (D) looking up

(iii) Rani and Sonu didn't like each other at first, but now they _____.

- (A) get over
- (B) get across
- (C) get away
- (D) get along

(iv) The Government is planning to _____ some of the sick industries.

- (A) take on
- (B) take over
- (C) take down
- (D) take out

(v) By the time we reached the Cinema Hall all the tickets were _____.

(A) sold off

(B) sold out

(C) sold in

(D) Sold up

5. (a) Fill in the blanks in the following sentences with appropriate words choosing from the ones given in the box there is one extra word. 5

protesters, assemble, behaviour, extracts, pollution, suburbs.
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1. People living in the _____ of metrocities exhaust the reasources meant for the permanent residents.
2. It is believed that good _____ makes good neighbours.
3. All cities are adversely affected on account of industrial _____ along with other environmental factors.
4. Comprehension questions are asked on the _____ taken from the poems or prose passages.

5. Many car makers _____ the parts of their products in India to be sold in India.

(b) This is part of a memo in which the linking words or connectives are missing. Fill in the blanks with appropriate connectives given in the box below. 10

1	(a) In spite of	(b) While	(c) Because
2	(a) Firstly	(b) At first	(c) Namely
3	(a) So that	(b) Consequently	(c) Because
4	(a) also	(b) on the other hand	(c) therefore
5	(a) Also	(b) In contrast	(c) Otherwise
6	(a) so	(b) although	(c) but
7	(a) Consequently	(b) Secondly	(c) After all
8	(a) thirdly	(b) on the contrary	(c) furthermore
9	(a) for example	(b) also	(c) i.e.
10	(a) therefore	(b) so	(c) also

Himalaya Small Tools

Memo from : General Manager To : Managing Director

Date : 25th May Ref. no. IGN/66/

(1) _____ we have agreed in principle to try and cut down on staff, there are two serious problems in the Buying Department.

(2) _____ the clerk in charge of ordering from the stores is also responsible for the filing of information. (3) _____ at the end of the month, when most people want replacements from the stores, and (4) _____ require information from the files, he is unable to keep up with the demand. (5) _____, he is practically unoccupied during the first week of every month, when he could be helping someone else, (6) _____ I suggest we try to reorganize his job.

(7) _____, the stores supervisor is getting rather old for the job, and (8) _____, he is still suffering from the same old complaint, (9) _____ kleptomania. I (10) _____ recommend that he be invited to retire early, otherwise we'll have no stores left.

6. Write a letter to the Manager Sales of M/s 10
Readymade, Garments, Gwalior. Refer to your supply order of Gent's trousers and T-shirts and the company's failure to comply with the order.

Write to treat your order cancelled and convey your unhappiness. You are manager (sales)

York Dressers, Ambala.

7. Your boss noticed that meetings have been dragging recently and that they have not been especially productive. You have been asked to prepare a brief presentation for executives at all levels on how to run productive and meaningful meetings. The presentation may be in points. 10
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