

BACHELOR'S DEGREE PROGRAMME

Term-End Examination

June, 2021

ELECTIVE COURSE : ENGLISH

**BEGE-104 : ENGLISH FOR BUSINESS
COMMUNICATION (EBC)**

Time : 3 hours

Maximum Marks : 100

Note : *All the questions are compulsory.*

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

Hibernation is one of the main adaptations that allows certain northern animals to survive long, cold winters. Hibernation is like a very deep sleep that allows animals to save their energy when there is little or no food available.

The body functions of 'true hibernators' go through several changes while they are hibernating. Body temperature drops, and the heart rate slows. For example, a hibernating woodchuck's body temperature drops by more than 30-degrees Celsius, and its heart rate slows from 80 to 4 beats per minute ! Other true hibernators include the jumping mouse, little brown bat, eastern chipmunk, and

several ground squirrels. Other animals, such as the skunk and raccoon, are not considered true hibernators, as they wake up in the winter to feed, and their body functions do not change as much. Since they only sleep for a little bit at a time, the term dormancy or 'light sleeping' is used to describe their behaviour. The largest animals to hibernate are bears. Their heart rate may slow down from a usual 40-50 beats per minute to 8-12 beats per minute, but their body temperature changes very little, so they are able to wake up quickly.

Hibernating animals have a special substance in the blood called Hibernation Inducement Trigger, or HIT. This substance becomes active in the autumn, when the days become cooler and shorter. When HIT becomes active, the animals start preparing for winter. Some animals store food so that they can eat when they wake up, and some animals eat a lot in late summer and autumn to add excess fat to their bodies. This fat keeps them warmer and acts as a source of energy while they are sleeping. Some animals also make changes to the places where they will sleep (dens). They add leaves and grasses to keep them warm.

- (i) What is Hibernation ? 2
- (ii) What changes occur in an animal's body when it hibernates ? 2
- (iii) Why are raccoons and skunks not 'true hibernators' ? 2

- (iv) What does HIT mean ? When does HIT become active ? 2
- (v) How do animals prepare for hibernation ? 2
- (vi) Make sentences with the following words : 2
several, adaptation

2. (a) In what ways is a Portfolio different from a Resume ? How would you make an impressive Portfolio highlighting your strengths ? 6
- (b) You are an English PGT teacher with five years of teaching experience in a government school. You now wish to apply for a job in a private school. Write a suitable job application. 6
- (c) Fill in the blanks with appropriate prepositions : 4

by, to, against, with, for, into, in, on

- (i) A committee has been appointed to look _____ the matter.
- (ii) The ordinary looking man was found _____ the professor to be a genius.
- (iii) I find it difficult to agree _____ my boss.
- (iv) Have you taken a health insurance policy _____ your name ?

3. (a) As a candidate, how will you prepare for an interview ? List at least six important steps. 6
- (b) Indicate whether the following statements are *true* or *false* : 4
- (i) Group discussions usually focus on a particular topic.
 - (ii) Debates are similar to group discussions.
 - (iii) It is essential that all participants in a group discussion be treated as equals and be given an opportunity to express their views.
 - (iv) While participating in a group discussion, what really matters is what you speak and not really how you speak.
4. (a) Is it possible to prepare in advance for a business telephone call that one is about to make or receive ? If so, how ? 6
- (b) Rewrite the following sentences into meaningful and polite expressions that you would use in making or receiving calls. 4
- (i) Ask for Mr. Raman's number.
 - (ii) Mr. Trivedi is not available today but you can pass on the message.

- (iii) Inform that the appointment has been fixed for Monday 10 a.m.
- (iv) Ask to be connected to Mrs. Verma in the HR department.

5. Many employees in your office have been reporting late for duty. Write a memo to your subordinates highlighting the importance of punctuality and discipline in office. 10

6. (a) “Group discussion can be quite interesting to participate in only if you have consideration for others.” Do you agree ? Give reasons. 5

(b) Write a letter to your college principal requesting her/him to start new courses on communication skills. 5

7. You are working with an automobile manufacturing company. The management of the company is concerned about the declining sale of its cars. The Managing Director has asked you to investigate the reasons and submit a report. Draft a suitable report. 10

OR

You are President of the Science Society of your college. The society organised a science exhibition in the college. Submit a report to your principal in this regard. 10

8. (a) How does using visual aids add to the quality of the presentation being made ? 6
- (b) What are some of the difficulties faced by presenters ? Can you suggest some ways to overcome them ? 6
9. (a) What is the importance of agenda in a meeting ? What are the essential things to be included while writing the agenda ? 5
- (b) What is the etiquette of participating in a meeting ? How can one be an active participant in a meeting ? 5
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