

**DIPLOMA IN MODERN OFFICE PRACTICE  
(DMOP)**

**Term-End Examination**

**June, 2022**

**BSSI-011 : COMMUNICATION SKILLS**

*Time : 3 hours*

*Maximum Marks : 100*

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**Note :** Answer **all** questions. All questions carry equal marks.

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1. Read the following passage and answer the questions below it :

1 One of the most consistent complaints of working people in virtually all industries is that they either feel completely unappreciated, or at the very least under-appreciated. There seems to be an unspoken assumption that workers are lucky to have jobs — and the fact that they have jobs is appreciation enough. Any demands, expectations, or even hopes of verbal or behavioural appreciation is often treated as trivial or unnecessary.

2        The problem is, people need and deserve to feel appreciated. People who feel appreciated are happier, less-stressed, and more loyal than those who feel taken for granted. Overall, they are harder workers and are excellent team players. They quit less often, show up on time, get along with others, exhibit abundant creativity, and strive for excellence. Conversely, people who are (or even feel) unappreciated often feel resentful and lose their enthusiasm for their work. They can become apathetic and lazy. They are easily bothered, and certainly are no fun to be around or work with. Perhaps most of all, people who feel unappreciated have a tendency to sweat the small stuff.

3        Unfortunately, I can't create a strategy for feeling appreciated, only one for remembering to appreciate. However, I think you'll discover that, in a way, the two are very closely related. In fact, it has been my experience that the more committed I have become to remembering to appreciate those I work with, the better I have felt about myself. And as an added bonus, those I work with seem to appreciate me much more than ever. In this instance, it really does seem that what goes around comes around.

4 Even if someone is “just doing her job,” it’s critical that she feels appreciated. My suggestion is to go out of your way to make sure those you work with know that you genuinely appreciate them. Praise often. Dish out compliments. If it’s at all possible and appropriate, send a card, e-mail, or handwritten note. Make a phone call or, even better, look the person in the eye and tell them how much you appreciate them. On occasion if you can do it, and again when appropriate, send a small gift or token of your appreciation. Make your appreciation known. Do all of this often.

5 For example, even if it’s the job of the mailroom guy to bring your mail, thank him when he drops it off. Notice his reaction and notice the way it makes you feel too. Thank the person at the copy shop for copying your papers. So what if it’s “her job”. Likewise, send an occasional card to thank someone you do business with for using your service. It will always come back to you, several times over. And, even if it didn’t, it would still be worth it. Make sure your secretary and/or staff is aware that you value their work and their presence in your life. Make a point of thanking them.

6 Several times a year, I put a thank-you note outside with our normal garbage delivery and, inside the card, I include a small tip for the garbage collector, who does an extraordinary job. Not only does he wave to me on those occasions when he sees me jogging early in the morning, but he's always happy to take extra trash to the dump.

(a) Answer the following questions :

- (i) According to the writer, why do people not receive appreciation at the workplace ? Discuss. 2
- (ii) What happens to employees who do not receive appreciation ? 2
- (iii) Why is appreciation so important at the workplace ? Discuss. 2
- (iv) Describe some of the things that the writer does to make his staff feel appreciated. Do you agree with his methods ? Why ?/Why not ? 4
- (v) Give a title to the passage. Say why you think your title is appropriate. 2

- (b) Pick out words from the passage which have a similar meaning to the following words : 5
- (i) unimportant (para 1)
  - (ii) leave their job (para 2)
  - (iii) uninterested (para 2)
  - (iv) crucial (para 4)
  - (v) an expression of (para 4)
- (c) Make sentences of your own with any **three** of the following phrases : 3
- (i) show up (para 2)
  - (ii) get along (para 2)
  - (iii) what goes around comes around (para 3)
  - (iv) go out of your way (para 4)
  - (v) dish out (para 4)

2. Write short notes on any **two** of the following : 10+10

- (a) The importance of Video Conferencing
- (b) Qualities of a good Secretary
- (c) Effective Spoken Communication
- (d) Key stages of an Interview with examples
- (e) Improving your personality

3. (a) You have gone to an interview for your dream job. Write a self-profile where besides a description of your qualifications and major achievements, mention in some detail what makes you *special* for this job. 10

(b) Employees working in your office are routinely late as well as taking numerous tea/coffee breaks. Your boss has asked you to prepare a memo insisting that office timings are strictly followed. Also ask employees to desist from excessive breaks in-between office hours. Say why this is wrong behaviour. Mention appropriate penalties that may be imposed.

10

4. (a) Fill in the blanks with appropriate linkers given below. There are *two* extra options.

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in addition to as well as instead	yet however	and due to
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- (i) The office was ill-equipped \_\_\_\_\_  
undermanned.
- (ii) The new job pays a higher salary  
\_\_\_\_\_ being closer to home.
- (iii) I never met him \_\_\_\_\_ I feel I know  
him well.
- (iv) The heavy loss was \_\_\_\_\_ careless  
speculation on the stock market.
- (v) The offer was on the table, \_\_\_\_\_  
the talks fell through at the eleventh  
hour.

(b) Replace the underlined words with appropriate phrasal verbs given below. There are two extra phrasal verbs. look forward to, put up with, to work out, put out, put on, turn down, wind up

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(i) A committee has been appointed to plan the details of this project.

(ii) I eagerly, await New Year's Day.

(iii) We had to conclude the proceedings as it was very late.

(iv) The fire brigade arrived soon to extinguish the fire.

(v) Her application for Earned Leave was not accepted.

(c) Fill in the blanks with appropriate form of the verb.

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(i) When I arrived, all the food \_\_\_\_\_.  
(eat)

(ii) We must wait on the pavement until the policeman \_\_\_\_\_ the traffic.  
(stop)

(iii) After he \_\_\_\_\_, we discussed his suggestion. (leave)

(iv) Whenever I go to his house, he \_\_\_\_\_ . (work)

(v) He said that he \_\_\_\_\_ the letter the day before and would answer it soon. (receive)

(d) Fill in the blanks with the appropriate prepositions. 5

(i) Ratan was congratulated \_\_\_\_\_ his success.

(ii) She is ineligible \_\_\_\_\_ this post.

(iii) I do not agree \_\_\_\_\_ you on this point.

(iv) The thief broke \_\_\_\_\_ the house quite easily.

(v) The pedestrian was run \_\_\_\_\_ by the car.

5. (a) Write a short note on the following in about 200 words : 10

Body Language

**OR**

Public Relations and role of a Secretary



- (b) Give the contracted form of the following underlined words/phrases. The first one is done for you.

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I will be there in a moment.

I'll be there in a moment.

- (i) You are very young, so don't attempt this difficult task.
- (ii) I am going to London tomorrow.
- (iii) It was very dark, we could not see the signposts.
- (iv) They will never help us.
- (v) I have never seen a comet.

- (c) Fill in the blanks with the appropriate relative pronouns given below :

what, who, whose, that, where

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- (i) Here is the pen \_\_\_\_\_ you lost.
- (ii) I know \_\_\_\_\_ you mean.
- (iii) We met the girl \_\_\_\_\_ had lost her way.
- (iv) He is the man \_\_\_\_\_ wallet was stolen.
- (v) This is the park \_\_\_\_\_ we met for the first time.

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