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BPOI-006

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

Term-End Examination

June, 2023

BPOI-006 : ENGLISH : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 65

Note : (i) *Answer all questions.*

(ii) *Question Nos. 1 to 5 are of 10 marks each.*

(iii) *Question No. 6 is of 15 marks.*

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

In recent times, formal mentoring programmes are slowly gaining ground in Indian corporate

P. T. O.

circles. Mentoring in corporate parlance is a relationship where in an older senior employee selects a young talented employee, nurtures and develops his/her talents and gives a boost to his/her career and helps him/her grow in the organisation.

A mentor shares his/her experience, knowledge and wisdom to help his/her protege succeed. Though 'guru-shishya parampara' or mentoring has been there for ages in India in every sphere, in the corporate field it has always been adhoc and informal. Only a lucky few shared a mentoring relationship with senior executives who helped them learn the ropes to move quickly through the corporate hierarchy.

With growing emphasis on corporate learning and grooming of internal talent, formal mentoring is gaining currency in the corporate world. The concept of mentoring is changing fast and companies are implementing new versions of it to suit the needs of employees. There is a shift away from one-way mentor to

protege instruction to a pressure free, two-way mutually beneficial relationship. Many of them are resorting to group mentoring methods instead of traditional one-on-one mentoring because traditional mentor-“mentee” relationships lack the necessary structure and focus are costly and cannot be provided to every employee. Also, it requires a large pool of talented mentors. In a group setting a group is formed consisting of senior executives and junior employees who meet at regular intervals.

The senior executives who does the role of mentors help the employees set development goals and build competencies to reach these goals. The participants meet at least once in a month around a conference table so that all of them feel they are on equal footing.

The essential requirements for the group mentoring to work are clear goals and high commitment on the part of both mentors and mentees.

- (A) (i) What do you understand by the term 'mentoring' ? 2
- (ii) Describe the ways in which informal mentoring was done earlier. 2
- (iii) In what ways is formal mentoring different from informal mentoring ? 2
- (iv) Why did it become necessary for companies to shift to group mentoring method ? Give *two* reasons. 2
- (v) Pick out words from the passage which mean the following : 1
- (a) Abilities
- (b) Organisation with grades of authority from lowest to highest.

- (B) Fill in the blanks with the suitable option given in brackets :

As per the new version the experience (only the mentee; both the mentor and the mentee). 1

2. In response to an advertisement appearing in The Hindustan Times, for the post of a

marketing manager in a reputed publishing house, write an application for the same together with an appropriate curriculum vitae. (C. V.). 10

3. As a company secretary of Reliance Industries, write a notice to all the shareholders informing them about the date, time, venue and agenda of the Annual General Meeting. 10
4. What role does the chairperson have in holding a successful meeting ? Mention the do's and don'ts that he/she has to observe during the meeting. 10
5. You are the manager of a well known bank. One of your clients has been very irregular paying in EMI for the housing loan taken by him. Write a polite but firm letter informing him of the serious consequences he might have to face. 10
6. (a) Given below are some answers. Frame suitable questions corresponding to the italicized parts : 5
 - (i) My sister is a *doctor*.

(ii) The coronavirus was first detected *in China*.

(iii) He has gone to America *to study law*.

(iv) We are *three brothers*.

(v) This watch belongs to *my father*.

(b) Do as directed : 5

(i) They have proved all his calculations wrong. (Rewrite in the passive voice)

(ii) The thief was arrested in no time.

(Rewrite in the active voice)

(iii) Ravi told his mother that he was going out for dinner that night.

(Rewrite in direct speech)

(iv) You don't need my help,?

(Add a question tag)

(v) He is so weak that he can't run fast.

(Rewrite using 'too').

- (c) Rewrite the following sentences to make them sound more formal and polite : 5
- (i) Send the book to me today.
 - (ii) What did you say ?
 - (iii) Can you give me Mr. Chowdhary's telephone number ?
 - (iv) What's your name ?
 - (v) I want you to send me the new telephone directory.