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BSSI-011

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

Term-End Examination

June, 2024

BSSI-011 : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 100

Note : Answer all questions.

Read the following passage and answer the questions given below it :

I don't think most people realize how stressful it can be to have multiple incomplete tasks hanging over your head. Just in case you are one of these people, let me assure you, it is stressful. I like to call this the "almost finished syndrome." It has always intrigued me because often, it would be relatively easy to simply bear down and complete something-not almost complete something, but really complete it 100 percent, and get it out of the way.

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On many occasions, I've hired people for everything from a building or repair project around the house to an editing job at work. The person I've hired has been competent, creative, hard-working, skilled and motivated. Yet for some strange reason, they won't quite finish the job. Sure, they almost finish-sometimes they are about 99 percent done, but that last remaining bit seems to hang over their heads (and mine too). Often the last 1 percent takes as long as the first 99 percent.

When you absolutely finish a project, several good things happen. First, you enjoy the nice feeling of a sense of completion. It feels good knowing you've set out to do something and it's done, it's out of the way. Completion allows you to move forward without the distraction of having things hanging over your head.

Beyond the obvious, however, is the respect you feel for yourself and the respect you secure from others when you complete something. You said you were going to do something, and you did it all of it. You send the message to others that "I am a person of my word," "You can trust me," and "I am reliable." And you affirm the message to yourself : "I am competent and trustworthy." This makes people want to help you -

and want to refer business to you and want you to succeed.

Whether you are working for a corporation or a customer, it's undeniable that people will be irritated at you if you don't complete your tasks as agreed. Further, they will be on your back, complaining to you and about you. How can this be worth the stress it so obviously creates? Wouldn't it be easier to simply plan ahead and do whatever is necessary to get the job done - all the way done ?

This is an easy habit to break. Take an honest look at your own tendencies. If you are someone who often almost finishes something, take note of the tendency and commit yourself to that last final completion. You can do it and when you do, your life is going to seem so much easier.

1. (a) Answer the following questions :
 - (i) What does the author mean by the term "almost finished syndrome" ? Discuss. 2
 - (ii) What is the author's view about people who suffer from this "syndrome" ? Discuss. 2

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- (iii) Name three good things that happen to people who finish their tasks completely and on time. 2
- (iv) Why do people respect themselves when they complete their tasks ? 2
- (v) How do other people treat you when you don't finish your tasks on time ? 2
- (b) Pick out words from the passage which have a similar meaning to the following words/phrases : 5
 - (i) arrowing curiosity (para 1)
 - (ii) accomplished (para 2)
 - (iii) trustworthy (para 4)
 - (iv) annoyed (para 5)
 - (v) propensity (last para)
- (c) Make sentences with the following phrases. These must be sentences of your own. There is one extra option : 5
 - (i) hanging over your head
 - (ii) simply bear down
 - (iii) get it out of the way
 - (iv) feeling a sense of completion

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- (v) set out to do something
- (vi) easy habit to break
2. Write short notes on any *two* of the following options : 10+10
- (i) Different stages of writing a report.
- (ii) Job fairs
- (iii) Improving your personality to suit the requirements of the job market.
- (iv) Strategies for effective phone communication.
- (v) Video conferencing
3. (a) Your company has recently established a 'helping newworker' programme in which employees are assigned to orient new employees to the company. You are part of this programme. Write *a dialogue* that you have with a new employee who has joined the secretarial pool. Explain to her the policies of the company. The dialogue should be in about 150 to 200 words.
- (b) Write a short paragraph on the attributes of a good secretary. Make sure that there are *five* key words that would describe a good secretary in your paragraph.

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4. (a) Fill in the blanks with appropriate form of the verb given in brackets : 5
- A : What (happen) to your car ?
- B : I (drive) to work when a dog (come) in front of my car. I (stop) my car suddenly and the car behind me (hit) my car.
- (b) Fill in the blanks with appropriate articles (a/an, the) : 5
- Silence is absence of oral communication and may have some body signals associated with it. This is perhaps very passive non-verbal medium, but it can become effective communicative tool. very absence of words allows receiver to concentrate on other cues.
- (c) What is etiquette ? How would it benefit you in your personal and professional life ? 10

Or

How can you improve and develop your personality ? Discuss.

(Write on any *one* of the following in about 150 to 200 words)

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5. (a) Fill in the gaps with a suitable word from the choices in the brackets : 5
- (i) The teacher tried to (ensure, assure) Rima that she was a clever little girl.
- (ii) (eminent, imminent) scientists and scholars are coming to the meeting.
- (iii) My brother's hand writing is (illegible, eligible).
- (iv) The secretary had completely forgotten that they had run, out of (stationery, stationary).
- (v) The manager's comments (implied/ inferred) that he was surprised that we finished the project so quickly.
- (b) Write one word which will replace the following phrases. The words are given in the box below. There are two extra words : 5
- Convalescent infallible pauper obsolete ambiguous posthumous egoist mercenary.

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- (i) A person who is preoccupied with his/her own interests.
- (ii) A sentence where the meaning is unclear.
- (iii) A book published after the death of its author.
- (iv) Someone who is recovering from an illness.
- (v) Someone who has no money.
- (c) Write a summary of the following passage. Give it a suitable title : 8+2
- You prepare for speaking and listening in much the same way that you prepare for writing : by learning about your subject, goals, purpose, and audience. If you must give a presentation of some complexity and importance, you will also need to organize and perhaps even write at least part of it. The idea is to prepare well enough that you give the appearance of being spontaneous. That should not surprise you. It is often the speaker who seems most spontaneous who has done the most extensive preparation.

Of course, not all speaking situations will require equally detailed preparation. If you are about to make a telephone call or meet with someone in the office, you may need to merely review a few notes you have made so that you will be sure to cover all of the subjects or questions that are the reason for the call or meeting. In fact, it is usually helpful to make a brief list of these subjects or questions so that you will not forget any of them.

If you are meeting with a small group, and you are responsible for part or all of the program, you will have to prepare more extensively than you would for a brief conversation. In this situation you will need to prepare an agenda of items that the meeting will cover, the materials you will give to other participants, and any visual aids you will need. Of course, you will also need a thorough knowledge of the subjects that the group will discuss and the problems it is expected to solve. Otherwise, you will not be able to provide effective leadership.

When you give a spoken presentation to a large

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group (or even if you are the main speaker before a small group), you will need to do your most extensive preparation of all. This might involve thorough research writing a script (which I hope you will not actually read to your audience), and preparing the handouts and visual aids that will help your audience follow and understand what you say.
