

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

Term-End Examination

December, 2010

01930

BEG-006 : JOINING THE WORK FORCE

Time : 3 hours

Maximum Marks : 100

Note : All Questions are compulsory.

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

Listening is not a school subject like reading and writing and is rarely taught. Most people see it as a natural part of growing up and are happy enough if they can follow movies, classroom lectures and instructions. They feel that nothing [1] more needs to be done in this area. Latest studies show, however, that listening takes upto 50 to 75 per cent of a student's classroom time and is one of our primary means of interacting with people on a personal basis.

Even at the workplace we spend more time listening than in any other activity. Careful listening is crucial during meetings and briefings, [2] when giving and receiving instructions, in interviews, while making decisions based on

verbal information, in managing employees, in helping customers and while interacting with other departments or agencies. In fact, it will be safe to say that every activity involves listening, to a lesser or a greater degree.

Broadly speaking, listening is of three types : intensive, casual and empathic. When we listen to obtain information, solve problems, or persuade or dissuade others, we listen intensively. This type of listening requires that we concentrate our full attention on achieving our goals. We not only listen carefully but we also watch the speaker for any non - verbal clues (gestures, tone of voice, pitch, facial expression) to understand better the speaker's intention. We become personally involved in the process and also provide the other person feedback: signs of agreement or disagreement, nods of the head, frown on the face or other body movements. This feedback allows speakers to adjust their message accordingly.

[3]

We engage in casual listening when we listen for recreation or pleasure as in listening to the radio or while watching TV. We listen in a light-hearted way and may not take in all the information that is being conveyed. In fact, there may be very little by way of information and the talk may be mere prattle, meant more to amuse than to inform. At a party or in a crowd or in the

[4]

college canteen we may casually listen to all the conversation around us yet may not 'take it in', so to say.

Empathy is the ability to listen to not just the words but the hidden meaning - the cry for help or the resentment or anger of a friend or colleague. It is the ability to understand how someone else feels because you can imagine yourself in his or her shoes. Councillors and psychologists use empathic listening in dealing [5] with their clients. If parents and teachers use empathic listening they can get to know their children and students better as well as bond with them more closely. Good friends often provide empathic listening to each other. In fact, it is usually the mark of a good friend that he or she is an empathic listener.

Though listening is very important, good listeners are rare. Most often it is careless and self-centred people who make bad listeners. Others will hastily pre-judge a speaker, either on the basis of his or her appearance, dress, grooming or manner of delivering the speech (accent, speed or volume). Sometimes, people will dismiss subjects as boring or too difficult and will create distractions or get distracted themselves. [6]

Though listening is hard work and requires concentration, there can be instances of over [7] listening as well. When you want to miss nothing

and thus concentrate on just about every word and example of the speaker, you can miss the wood for the trees, i.e. you can pick up all the irrelevant ideas and miss the main point. At the other extreme are people who fake attention: they may be physically present and apparently listening to someone while their minds are somewhere else.

- (A) Match paragraph number (1 to 7) with appropriate subtitles listed below (a to i): 14
(There are two extra titles)
- (a) Difference between Hearing and Listening
 - (b) Type II - Casual Listening
 - (c) Importance of Good Listening at the work place.
 - (d) Type I-Intensive Listening.
 - (e) Need for Good Listening for Study.
 - (f) Type III - Empathic Listening.
 - (g) Causes for Poor Listening.
 - (h) Difference between Listening and Thinking.
 - (i) Over - listening and Fake listening.
- (B) Re-read the passage to complete the summary below. Fill in each blank with one word from the passage. Make changes in the word form (eg. concentrate → concentrates / concentration) wherever necessary : 11

Listening is not a (i) subject yet it is necessary to pay special attention to it. This is because listening is as important for (ii) as it is for the (iii). In fact, it is an important means of (iv) with people and few activities can be done without it.

For intensive listening, one (v) and listens carefully but casual listening suggests a (vi) approach. When we listen to (vii) in trouble to give them support, it is (viii) listening.

However, good listeners have (ix). Often people get (x) by the speaker's dress, appearance or tone. Many over listen and miss the (xi) point.

2. Answer the following questions based on your reading of your course material. (Any 5) : 15

- (i) What is a portfolio ? What does it contain?
- (ii) What are the essential features of a discussion ?
- (iii) What are the main stages of a good presentation ?
- (iv) List some differences between formal and informal letters.
- (v) What is work ethics ? Why is it important ?
- (vi) How is information normally organised in formal letters ? Indicate the stages.

- (vii) Mention three types of business correspondence. You became aware of because of this course "Joining the Work Force". Why are they important to you ?
3. What would you say in the following situations? 15
Use appropriate models and / or any other expressions (Any three).
- (i) You have seen a colleague's photograph in the newspaper ?
 - (ii) You broke something valuable which belonged to an acquaintance / friend.
 - (iii) A sales representative from one of your suppliers took you to a restaurant for lunch. He has just paid the bill.
 - (iv) You didn't turn up for your appointment with a customer yesterday. Phone him / her and apologize.
4. Santosh Sports Wear Ltd. is looking for dynamic Marketing Executives.
- (a) Write an application giving your qualifications and request for an interview. 10
 - (b) Also, prepare a C-V and send it along with your application. 10
5. Write an informal letter on *any one* : 10
- (a) Inform a friend who was going to spend a week at your place that you will not be able to receive him / her at the airport.

(b) Advise a friend on how to improve his / her self profile. Explain why it is important to do so.

6. (A) Here is a part of a conversation that you have heard. 10

Nitin : Look, folks ! I give up. I can't carry on with this course.

Asha : You must be mad, Nitin, to give up in the fourth semester.

Akshay : Think of the money you' ve spent on the course. How will you face your parents?

Deepa : You need a break , Nitin. Have a kit kat !!

Nitin : Don't think I'm fooling. I'm serious.
Report what you heard to Reena who wasn't present. Use reported speech.

(B) Re - write the sentences by putting the parts in the right order : 5

(i) Suffer from / do you / how often / jet lag.

(ii) installed in / a multigym / the basement / is to be.

(iii) less noise / please / i'd like / in that section.

(iv) put it'll / nice idea / never work / it's a.

(v) be made / will the payment / at once or in instalments.
