

00218

**DIPLOMA IN BUSINESS PROCESS OUT  
SOURCING - F & A PROGRAMME**

**Term-End Examination**

**December, 2010**

**BPOI-006 : ENGLISH COMMUNICATION**

*Time : 2½ hours*

*Maximum Marks : 85*

**Note :** *Answer all questions.*

1. Read the following passage and answer the questions that follow :

These huge waves wreak terrific damage when they crash on the shores of distant lands or continents. Under a perfectly sunny sky and from an apparently calm sea, a wall of water may break (5) twenty or thirty feet high over beaches and waterfronts, crushing houses and drowning unsuspecting residents and bathers in its path.

How are these waves formed? When a submarine earthquake occurs, it is likely to set up a (10) tremendous amount of shock, disturbing the quiet waters of the deep ocean. This disturbance travels to the surface and forms a huge swell in the ocean many miles across. It rolls outward in all directions, and the water lowers in the center as another

- (15) swell looms up. Thus, a series of concentric swells are formed similar to those made when a coin or small pebble is dropped into a basin of water. The big difference is in the size. Each of the concentric rings of basin water travelling out toward the edge
- (20) is only about an inch across and less than a quarter of an inch high. The swells in the ocean are sometimes nearly a mile wide and rise to several multiples of ten feet in height.

- Many of us have heard about these waves, often
- (25) referred to by their Japanese name of "tsunami". For ages they have been dreaded in the Pacific, as no shore has been free from them. An underwater earthquake in the Aleutian Islands could start a swell that would break along the shores and cause
- (30) severe damage in the southern part of Chile in South America. These waves travel hundreds of miles an hour, and one can understand how they would crash as violent breakers when caused to drag in the shallow waters of a coast.

- (35) Nothing was done about tsunamis until after World War II. In 1947 a particularly bad submarine earthquake took place south of the Aleutian Islands. A few hours later, people bathing in the sun along the quiet shores of Hawaii were dashed

- (40) to death and shore - line property became a mass of shambles because a series of monstrous, breaking swells crashed along the shore and drove far inland. Hundreds of lives were lost in this catastrophe, and millions upon millions of dollar's worth of
- (45) damage was done.

- Hawaii (at that time a territory) and other Pacific areas then asked the U.S. Coast and Geodetic Survey to attempt to forecast these killer waves. With the blessing of the government, the Coast and
- (50) Geodetic Survey initiated a program in 1948 known as the Seismic Sea-wave Warning System, using the earthquake-monitoring facilities of the agency, together with the world seismological data center, to locate submarine earthquakes as soon as
- (55) they might occur. With this information they could then tell how severe a submarine earthquake was and could set up a tracking chart, with the center over the area of the earthquake, which would show by concentric time belts the rate of travel of the
- (60) resulting wave. This system would indicate when and where, along the shores of the Pacific, the swells caused by the submarine earthquakes would strike.

- (i) Choose the best answer : 2
- One surprising aspect of the waves discussed in the passage is the fact that they :
- (a) are formed in concentric patterns
  - (b) often strike during clear weather.
  - (c) may be forecast scientifically.
- (ii) What is a tsunami ? How is it caused ? 2
- (iii) Describe the event which motivated the U.S. coast and Geodetic Survey to study the submarine earthquakes ? 2
- (iv) Which zone on the earth has been most prone to tsunamis ? 2
- (v) Find words/phrases from the passage which have nearly the same meanings as the following words / phrases: underwater, threatens, circles having the same centre, disaster 2
2. As P.A. to the Education Secretary write an e-mail to all the schools of the state to advance the summer holidays by one week due to severe heat wave and water shortage. 15
3. As the Divisional Marketing Manager of a company manufacturing air coolers, you have been asked to investigate the reasons for the decline in sales. Write a report in about 250 words. 15

4. You had applied for 10 days leave, much in advance. Even after one week you have not received any information whether the leave has been sanctioned or not. You have to phone up and find out what happened. Write the telephone conversation in about ten turns. 10
5. You are a bank Manager. A client has not been able to repay the loan in the stipulated time. He wants a waiver additional interest/penalty. Write a dialogue with the client in about 250 words. 15
6. Put the verbs in brackets into the passive form in the following sentence. 10
- (a) The hall (decorate) with fresh flowers for the annual function.
  - (b) Many additional trains (run) during the summer holidays.
  - (c) The stolen jewellery (recover) from the thief's hideout.
  - (d) Eight new Institutes of Management (establish) last year.
  - (e) Many flight (cancel) because of fog.

7. Fill in the blanks in the following passage, with a/an/the or 'no article' where necessary. 10

When two people, one carrying \_\_\_\_\_ haversack, walked into \_\_\_\_\_ German Bakery, \_\_\_\_\_ popular restaurant frequented by \_\_\_\_\_ young in \_\_\_\_\_ heart of Pune, there should have been at least \_\_\_\_\_ alert guard who could have frisked them or \_\_\_\_\_ metal detector at \_\_\_\_\_ doorway to sound the alert. Inside \_\_\_\_\_ Bakery's \_\_\_\_\_ CCTV was apparently focussed only on the cash counter.

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