

**DIPLOMA IN BUSINESS PROCESS OUT
SOURCING - FINANCE**

Term-End Examination

June, 2010

**BPOI-006 : ENGLISH COMMUNICATION
AND ACCOUNTANCY**

00022

Time : 3 hours

Maximum Marks : 100

Note : *Answer all questions.*

Instructions : *Answer all questions. Written paper comprising I to VII Questions carrying 85 marks to be completed in 2½ hours.*

Question VIII is an actual presentations to be made over the telephone by the candidate individually [telephone No. will be provided to the centre coordinator on the day of the examination.]

Read the passage given below and answer the questions :

MEETINGS :

Do you ever feel as though you spend all your time in meetings ?

Henry Mintzberg, in his book *The Nature of Managerial Work*, found that in large organizations managers spent 22 per cent of their

time at their desk, 6 per cent on the telephone, 3 per cent on other activities, but a whopping 69 per cent in meetings.

There is a widely held but mistaken belief that meetings are for "solving problems" and "making decisions". For a start, the number of people attending a meeting tends to be inversely proportional to their collective ability to reach conclusions and make decisions. And these are the least important elements.

Instead hours are devoted to side issues, playing elaborate games with one another. It seems, therefore, that meetings serve some purpose other than just making decisions.

All meetings have one thing in common : role-playing. The most formal role is that of chairman. He (and it is usually a he) sets the agendas, and a good chairman will keep the meeting running on time and to the point. Sadly, the other, informal, role-players are often able to gain the upper hand. Chief is the "constant talker", who just loves to hear his or her own voice.

Then there are the "can't do" types who want to maintain the status quo. Since they have often been in the organization for a long time, they frequently quote historical experience as a ploy to block change: "It won't work, we tried that in 1984 and it was a disaster". A more subtle version of the "can't do" type, the "yes, but...", has emerged recently. They have learnt about the

need to sound positive, but they still can't bear to have things change.

Another whole-sub-set of characters are people who love meetings and want them to continue until 5.30 pm or beyond. Irrelevant issues are their specialty. They need to call or attend meetings, either to avoid work, or to justify their lack of performance, or simply because they do not have enough to do.

Then there are the "counter-dependents", those who usually disagree with everything that is said, particularly if it comes from the chairman or through consensus from the group. These people need to fight authority in whatever form.

Meetings can also provide attenders with a sense of identification of their status and power.

A popular game is pinching someone else's suggestions. This is where someone, usually junior or female, makes an interesting suggestion early in the meeting which is not picked up. Much later, the game is played, usually by some more senior figure that propounds the idea as his own. The suggestion is of course identified with the player rather the initiator.

Because so many meeting ends in confusion and without a decision, another more common game is played at the end of meetings, called reaching a false consensus. Since it is important for the chairman to appear successful in problem-solving and making a decision, the group reaches a false

consensus. Everyone is happy, having spent their time productively. The reality is that the decision is so ambiguous that it is never acted upon, or, if it is, there is continuing conflict, for which another meeting is necessary.

In the end, meetings provide the opportunity for social intercourse, to engage in battle in front of our bosses, to avoid unpleasant or unsatisfying work, to highlight our social status and identity. They are, in fact, a necessary though not necessarily productive psychological sideshow. Perhaps it is our civilized way of moderating, if not preventing, change.

1. Answer the following questions :
 - (a) What is the purpose of a meeting according to the writer ? 2
 - (b) Describe the role of the chairman. 2
 - (c) Describe the two types of "can't do" people who attend meetings. 2
 - (d) Why do some people love to attend meetings ? 2
 - (e) What does the writer mean by reaching a "false consensus" ? 2

2. You work for a company which manufactures computers and laser printers. You are visiting another company *complas* to buy some computer software for your department in your company's laser printers. You would like to take 10 brochures and two models of sample printers with you. 15

- write an e-mail to Sangita Bijle, the sales manager.
 - ask permission to take these items.
 - say what you hope to achieve in your meeting.
3. Write a report (in 200 words) on the safety measures that your company has in place in case of any disaster such as a fire or an earthquake. You may write to the General Manager of your company. **15**
4. Write a telephone conversation on the basis of the cues given below : **10**
- (A) Ask to speak to Mr. Singh (Hint : May I speak to ... ?)
- (B) He's in a meeting
- (A) Ask when he'll be free
- (B) You don't know. Offer to find out
- (A) Say you'll wait
- (B) He won't be free till the next day
- (A) Say you'll call him first thing in the morning
- (B) Find out the caller's name and number
- (A) Give your name and number
- (B) Thank A

5. Write a dialogue about improving the customer relations in your company. Discuss the initiatives you can take to improve customer service. You may include the following points : 15

- make follow-up calls to the customers to see if the service product was working well.
- pay special attention to negative feedback
- take effective steps to address common complaints.

You may add more points if you like.

6. Fill in the blanks with appropriate prepositions. 10

The work (a) the heart can never be interrupted. The heart's job is to keep oxygen - rich blood flowing (b) the body. All the body's cells need a constant supply (c) oxygen, especially those (d) the brain. Brain cells live only four (e) five minutes if their oxygen is cut off and death comes (f) the entire body. The heart is specialized muscle that serves as a pump. This pump is divided (g) four chambers connected (h) tiny doors called valves. The chambers work to keep the blood flowing (i) the body. A healthy heart is necessary (j) a good quality of life.

7. Fill in the blanks with a/an or the : 10

(a) care needed to be taken in actual selection of office machine is as great as that of consideration to mechanize in the first place.

- (b) It should be noted that _____ majority of manufacturers are only too willing to give full information on _____ scope of their machines, and most of them have _____ consultancy service to advise potential customers.
- (c) However, it must be remembered not Primary aim of _____ manufacturer is to sell and he may not bring to _____ client's notice any shortcomings of the equipment.

8. Give a *two* minutes Presentation on *any one* of the following topics : 15

- (a) The happiest day in my life
 - (b) My closest friend
 - (c) The day and got caught in a terrible traffic jam
 - (d) My best holiday.
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