

00561

**CERTIFICATE IN SPOKEN
ENGLISH AND PERSONALITY
DEVELOPMENT**

C S E P D

Term-End Examination

June, 2010

OSSI-002 : ENGLISH AT WORK - I

Time : 2 hours

Maximum Marks : 60

Note : The paper carries six questions. All questions are compulsory.

1. Read the following passage and answer the questions that follow : **10**

Some people think that the aim of education is merely to give knowledge. These people want students to read books and do nothing else but add to their knowledge. Others believe that knowledge alone is not enough; only that which enables a man to earn his living can be called education. Such people think that bread is more important than anything else. Still others believe that education should aim solely at making good citizens and good patriots. All these people see only one of the several purposes of education. As a matter of fact, education should aim at all these three together. It should give men knowledge,

make them self-reliant and good citizens. It should produce men who love their own country but also that they do not harm other people or countries.

- (a) What do some people think to be the aim of education ? What do others think ? 2
- (b) What, according to the writer, is the aim of education ? 2
- (c) How do some people want students to gain knowledge ? Is it a healthy approach ? 2
- (d) Give meanings of the following words : 1x4=4
 - (i) solely
 - (ii) patriots
 - (iii) self-reliant
 - (iv) purposes

- 2. Write a paragraph, in 100-120 words, on any one of the following topics : 10
 - (a) Importance of physical fitness
 - (b) The season I like best
- 3. As Aditya/Aditi Gautam, write an email to your Manager, S.P. Kumar, requesting him to give you two more days to complete your project. Mention the reason why your aren't able to meet the deadline. 10

4. Based on your study of English at work, tick the correct option : 10

- (a) Team work is :
 - (i) essential
 - (ii) not essential
 - (iii) sometimes essential
- (b) Each team must have :
 - (i) a capable team leader
 - (ii) two capable team leaders
 - (iii) no team leaders
- (c) One must go for an interview :
 - (i) on time
 - (ii) casually dressed
 - (iii) with friends and relatives
- (d) While going for an interview, carry :
 - (i) documents in your hand
 - (ii) documents in a polybag
 - (iii) documents in a neat folder
- (e) While dealing with a difficult customer, one should be :
 - (i) courteous
 - (ii) patient and well-behaved
 - (iii) rude sometimes

5. Match the words/phrases in Column A with those in Column B : 10

Column A	Column B
(a) Men must	(i) Promptly to an email
(b) Women mustn't	(ii) shave before going for an interview
(c) It is important to	(iii) wear heavy makeup to an interview
(d) One must reply	(iv) is needed in all fields
(e) Good communication	(v) reach for the interview on time
(f) A deodorant	(vi) is essential in today's work environment
(g) Teashirts and Sports shoes	(vii) is a skill which can be learnt
(h) Email etiquette	(viii) keeps one smelling good
(i) It is not right to	(ix) apply oil before an interview
(j) Customer handling	(x) must never be worn for an interview

6. Fill in the blanks with suitable words given in the box below : 10

shoulder, amaze, alert, vital, crazy, savvy, dicey, price, sizzling, priority, identify, estimates, franchise, famous

- (a) It is important to be computer _____ in today's world.
- (b) The accident took place because the driver wasn't _____ .
- (c) _____ hot food is not good for the gums and teeth.
- (d) Physical fitness must be our top _____ .
- (e) Please _____ your luggage to avoid confusion.
- (f) We have a _____ for Delta Laptops.
- (g) The deal seems _____ . The company is not even registered.
- (h) We took _____ from different dealers before buying the flat.
- (i) Peace and stability are _____ for the country's progress.
- (j) All Indians must _____ the responsibility of the nation.
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