

**Bachelor in Arts
(BAG)**

ASSIGNMENT

**(For July 2026 and January 2027 Sessions)
SECOND SEMESTER**

**English at the Workplace
(BEGLA 136)**



SCHOOL OF HUMANITIES
Indira Gandhi National Open University
Maidan Garhi, NewDelhi-110 068

ASSIGNMENT

ENGLISH AT THE WORK PLACE

(BEGLA 136)

Programme: BAG/2026/ 2027
Course Code: BEGLA 136

Dear Student,

You are required to do **one** assignment for the course 'English at the Workplace'. It is a Tutor Marked Assignment (TMA) and carries 100 marks. It covers four blocks of the course.

Aims: The TMA is primarily concerned with assessing your proficiency in English. You should not reproduce chunks of information from the passage(s) but effectively use the skills of reading and writing that you may have acquired during the course of study to compose your answers. These assignments aim to teach as well as to assess your performance.

Guidelines: You will be required to answer the questions on reading comprehension, vocabulary, grammar and composition.

As in day-to-day life, **planning** is important in attempting the assignment as well. Read the assignment carefully; go through the units on which the questions are based; jot down some points regarding each question and then re-arrange them in a logical order. In the essay-type answers, pay attention to your introduction and conclusion. The introduction must tell you how to interpret the given topic and how you propose to develop it. The conclusion must summarize your views on the topic. **You should write in your own handwriting.**

Make sure that your answer:

- a) Is logical
- b) is written in simple and correct English
- c) does not exceed the number of words indicated in your questions
- d) is written neatly and clearly.

Please remember that it is compulsory to submit your assignment before you can take the Term End Examination. Also remember to keep a copy of your assignment with you and to take a receipt from your Study Centre when you submit the assignment.

Last Date for Submission of Assignment:

For June Examination: 31st March, 2027

For December Examination: 30th September, 2027

Good Luck!

Note: *Remember the submission of assignment is a precondition for appearing in the examination. If you do not submit the assignment on time, you will not be allowed to appear in the examination.*

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Course Code: BEGLA 136
Max. Marks: 100

SECTION A

1. Write short notes about 150 words each on the following:

- 1) How can online job portals and professional networking platforms help a person find suitable employment?
- 2) Discuss the importance of punctuality at the workplace.
- 3) Why is active listening important while dealing with customers and colleagues?
- 4) Discuss the basic rules of professional communication during virtual meetings.

5x4=20

SECTION B

Answer all questions.

5 × 10 = 50 Marks

1. Prepare ten interview questions and suitable answers for the position of Customer-Service Executive.
2. You are unable to complete a report because another department has not provided the required information. Write an email to your team leader explaining the delay and requesting assistance.
3. A customer has received a damaged product and is unhappy because an earlier complaint was ignored. Write a dialogue of at least ten exchanges between the customer and a customer-service executive.
4. Prepare a short presentation on “Maintaining a Healthy Work–Life Balance.”
5. Write an application for the post of Office Assistant, highlighting your qualifications and skills.

SECTION C

15X2=30

Answer all questions.

1. Prepare a résumé for a job of your choice. Include your educational qualifications, skills, experience and achievements.
2. Discuss the importance of work ethics in creating a healthy and productive workplace by giving suitable examples.