

**COMMUNICATION SKILLS COURSE  
(BSSI-011)**

**Diploma in Modern Office Practice Programme  
(DMOP)**

**ASSIGNMENT BOOKLET**

**(For January 2026 and July 2026 sessions)**

**School of Vocational Education and Training**

**(SOVET)**

**Indira Gandhi National Open University**

**Maidan Garhi, New Delhi-110 068**

Dear Student,

This booklet contains the assignments for the Courses of DMOP. Before attempting the assignments, please carefully read the instructions given below. Each course has one assignment, which is based on course materials of these courses. **You are also required to write your responses in your own words and hand-writing only and no typed or printed assignments will be accepted.** Further, you may note that in case your assignment response(s) happens to be a copy of assignment response sheet submitted by another student, your assignment may be rejected and/or your marks maybe made null and void. Therefore, you are strongly advised not to allow any other student to copy it. The last date of submission of assignment is given against each assignment. You are advised not to wait for the last date to submit your assignments. Therefore, you may note that the assignment answer sheets received after the due date will be summarily rejected and no communication will be entertained in this regard

You have to submit/send your assignment answer sheets to the Coordinator/Programme In-charge of your Study Centre/ Programme Centre, as the case may be so as to reach there on or before the due date. In case there is no Study Centre, assignments to be either scanned & submitted to the Programme Coordinator at SOVET, Block-15 E, (FF), New Academic Building, IGNOU, Maidan Garhi, and New Delhi-110068 or emailed at [dmopsovet@ignou.ac.in](mailto:dmopsovet@ignou.ac.in)

On the top of the first page of your Tutor Marked Assignment (TMA) answer sheet, please write the details exactly in the following format:

**Enrollment No:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Course Code:** \_\_\_\_\_

**Course Title:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Address & Mobile:** \_\_\_\_\_

**Signature:**

- Please follow the above format strictly to facilitate evaluation and avoid delay
- Use only full scale size writing paper/A4size(not of very thin variety) for writing your answers
- Leave 3cm margin on the left, top and bottom of your answer sheet.
- Your answer should be precise and to the point. While solving problems, clearly indicate the question number along with the part being solved. Recheck your work before submitting it.
- The sheets need to be scanned and submitted only to the Programme Coordinators.

Answer sheet received after the due date shall not be accepted. We strongly feel that you should retain a copy of your assignment answer sheet duly acknowledged by the office of the Coordinator/ Programme In-charge of your Study Centre/ Programme Study Centre to avoid any unforeseen situation.

**Wishing you all good luck!**

## Course: Communication Skills

Course Code: BSSI-011

Max. Marks: 100

Pass marks: 50%

### Answer all questions

#### Q1. Read the following passage and answer the questions given below:

1. Is talking on phone as easy as most of us believe it to be? And specially the days when almost certainly, our first job interview is likely to be on the phone? And what if we get employed in fields like tele-marketing or in customer support sections as tele-executive.
2. Face-to-face communication consists of three elements: words, tone of voice and body language. On the phone there is no way of reading the body language of a person. So what you say and the tone of your voice becomes much more important as does your ability to listen and respond. A good idea is to smile while talking on the phone. This will help in keeping your voice enthusiastic and cheerful!
3. When you make a business call or a call to a stranger (or even a personal call, for that matter) you should always, first of all, identify yourself. Give your name, and if it is a business call, your company's name and your position in the company to the person you are talking to. Speak slowly and clearly and say straightway why you are calling. It is best to state this immediately and clearly, though briefly. This way you can save a lot of time by not talking to the wrong person or at the wrong time.
4. The most important thing about making a phone call is to make it, if you have to, even if it is about something unpleasant. Do not make a call very early or too late in the day. Even before you greet the caller you should be clear in your mind about what you want to talk about and how much you wish to say. In fact, it is a good idea to mentally rehearse your talk. It is still more helpful to keep important papers handy to which you can refer as you talk, so that facts and figures are correct, and you don't have to hunt for them while the caller waits. It is also important to keep a clear and direct approach with a minimum of social chit-chat. Social chat is alright occasionally, when you are relaxed and on very friendly terms with the caller but it tends to waste time, both yours and the other person's, who might be busy when your call comes through. Do not talk to anyone else while you are talking on the phone. If for some reason you have to, and then put the other person on hold. Give concise, to-the-point answers if the listener has any queries and say you don't know, if you are asked about something you don't have any knowledge of. Do not pretend that you have all the answers if you don't. Say that you will ring the person back as soon as you have the correct information and do call

back as you promised.

5. If it is an important call, make notes before you call so that you don't miss anything. Also, take notes during the call so that you can accurately recollect the information later. Jot down the name of the person who has called and address him by name. This helps in building rapport and leaves a better impression. In business calls it is also a good idea to send a fax or a letter confirming the decisions taken or agreements arrived at, over the phone. Names and numbers should always be repeated and spelt out, if necessary, to avoid mistakes.
6. An important fact about listening is that on an average a person listens in bits of 30 to 45 seconds at a time. Keep this in mind both when you make a call or receive one. Pause while speaking and your speech will be clear and will elicit a better response. Avoid using words such as 'like' 'all that' 'you know', etc., as well as nervous laughs. Eating and talking at the same time should also be avoided. Not only is it very rude, it also makes it very difficult for the other person to understand clearly what is being said. Remember also to reduce the volume of your TV or stereo when talking on the phone.
7. Remember to greet your listener properly at the beginning of a call and bid them farewell before ending the call. Tell the other person that the call was important to you and that it was a pleasure talking to him/her. And keep the phone gently on the hook. It is bad manners to bang the phone down at the end of a call. If you keep these things in mind, making and receiving phone calls should be a pleasure, not a chore.

**(a) Answer the questions given below:**

**2 each = 10 Marks**

- (i) How is face-to-face communication different from talking on the phone?
- (ii) What important facts about listening should we keep in mind while talking on the phone? How do we deal with this fact?
- (iii) How should we prepare for an important call? Discuss.
- (iv) List two things we must not do when talking on the phone.
- (v) What are some of the ways in which you can create a good impression about yourself on phone?

**(b) Give antonyms of the following words from the text. You may use prefixes as well:**

**5 Marks**

- (i) Easy (ii) ability (iii) clearly (iv) minimum (v) rude

**(c) Make sentences of the following words from the text:**

**5 Marks**

- (i) Enthusiastic (ii) body language (iii) unpleasant (iv) concise (v) rapport

**Q2. Write short notes on any two of the following:**

**20 Marks**

- (i) Work ethics at the workplace
- (ii) The importance of keeping fit at the workplace
- (iii) Preparing for an interview
- (iv) Mechanics of writing a report
- (v) The importance of web tools in your job

**Q3. (a) Write the correct modal verb into the box.**

**5 Marks**

**can, couldn't, have to, might, must, ought to, shouldn't, was able**

1. It's very cold today. Do you think it  snow later?
2. You  leave your door unlocked when you go out.
3. They  have filled the car with petrol before they set off.
4. My motor bike broke down in the middle of nowhere, but luckily I  to fix it.
5. Mum says we  watch TV after we've finished our homework.

**(b) Put the words in brackets in the correct place in the sentences:**

**5 Marks**

- (i) We go to conferences. (Often)
- (ii) I work late. (Never)
- (iii) There have been problems with our suppliers. (Rarely)
- (iv) The company went bankrupt. (Nearly)
- (v) We would have accepted the offer. (Certainly)

**(c) Fill in the blanks with the correct prepositions:**

**5 Marks**

- (i) What do you usually do..... the evenings ?
- (ii) You must definitely come here ..... 7.15 a.m. You can come earlier if you like.
- (iii) Have you ever been..... Egypt?
- (iv) I met my friend ..... a dance.
- (v) We met them when we were..... Holiday.

**(d) Complete the following sentences using the correct form of verb given in the brackets:**

- (i) The Carpet ..... a lot of stains. (have) **5 Marks**
- (ii) Gupta and Sons..... a famous Grocery chain. (be)
- (iii) Both the twins ..... alike. (look)
- (iv) Politics ..... a large part of our life. (play)
- (v) During a famine, the poor ..... more than the rich. (suffer)

**Q 4. (a) You participated in a torch procession, protesting against the rise of CNG prices frequently in the recent months. Write a report of the event. You may talk about the people who participated, some of their views on this issue, its impact on the common man and solutions to this problem. **10 Marks****

**(b) What are the features of a memo? Briefly enumerate the points you should keep in mind while writing a memo? **10 Marks****

**Q5. What do you understand by Web 2.0 tools? Explain the main features of Web 2.0? Give a few examples. **10 Marks****

**Q6. Write a letter to a Director/ Professor, asking him/ her if you can mention him/ her as a referee in your CV and whether he / she will be willing to provide a reference for you when needed. **10 Marks****

Include the following points:

- A reminder of who you are (professors teach hundreds of students and should be able to remember who you are)
- Request for permission to name him/her as a referee
- inform them about where you are applying –it could be an Institute of Higher Education or a business organization

**Last Date for Submission of Assignment (After completing one year of study)**

**For January 2026 batch students, appearing in Dec 2026 TEE Exam, before 30th Sept 2026**

**For July 2026 batch students, appearing in June 2027 TEE Exam, before 31st March 2027**