

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING-FINANCE AND
ACCOUNTING/CERTIFICATE IN
BUSINESS PROCESS OUTSOURCING-
FINANCE AND ACCOUNTING
(DBPOFA/CBPOFA)**

Term-End Examination

December, 2024

BPOI-006 : COMMUNICATION AND ITS SKILLS

Time : 3 Hours

Maximum Marks : 65

Note : *Answer all questions. Question No. 1 to 5
carry 10 marks each. Question No. 6 carries
15 marks.*

1. Read the passage given below and answer the questions that follow :

The greenhouse effect is not a new phenomenon. Scientists have known for centuries that a layer of gases naturally

surrounds the earth like an insulating blanket, trapping the reflected energy of the sun and preventing it from escaping into space. That is what makes the earth warm enough for people, plants and animals. However, recent human activity has boosted concentrations of greenhouse gases and enhanced their heat-trapping ability. The main culprit is carbon dioxide (CO₂), which scientists estimate accounts for nearly half of global warming. CO₂ is released from burning fossil fuels (coal, oil and gas) and from clearing and burning forests. There are other greenhouse gases too and they cannot be ignored –CFCs for example may account for 25 percent of global warming in the next century if their production is not scaled back. But carbon dioxide is pivotal one. The UN International Panel on Climate Change now says that CO₂ levels could double within 40 years in present rates of fossil-fuel burning and deforestation continue.

Questions :

- (a) What prevents the reflected energy of the sun from escaping into space ? 2
 - (b) How does this prevention impact life on earth ? 2
 - (c) Name the factors responsible for global warming. 2
 - (d) Find words from the passage which are close in meaning to (i) increase, (ii) that began or happened a short time ago. 2
 - (e) Give a suitable title to the passage. 1
 - (f) If fossil-fuel burning and felling on trees goes on what is likely to happen ? 1
2. In response to an advertisement in The Hindustan Times, for the post of a Finance Manager, write an application for the same. Also write a C. V. suitable for the post. 10
3. You purchased a TV set about two months ago, from Paradise Enterprises, New Delhi. The picture is very hazy and the sound also

fluctuates. Write a letter to the Dealers asking to them send their engineer to find out the cause and get it rectified. 10

4. Explain the difference between a memo and an official letter by giving examples. 10
5. As a company secretary of a reputed business house write the minutes of a meeting held to discuss the pros and cons of working from home mode and the financial implications involved. 10
6. (a) Rewrite the following sentences correctly : 5
 - (i) Covid-19 spread all over the world in very less time.
 - (ii) Our class starts exactly by 10 o'clock.
 - (iii) When I was young I use to walk very fast.
 - (iv) No sooner had I reached the station when the train left.
 - (v) Neither of the sisters have cleared the entrance test.

(b) Do as directed : 5

(i) I asked Aryan when he was going abroad. (Rewrite in direct speech)

(ii) He is very fond of travelling,

(Add a question tag)

(iii) He (work) in this office since 2015. (Fill in the blank with the suitable tense of the verb given in brackets)

(iv) He is one of those who (believe, believes) in destiny (Fill in the blank with the appropriate option)

(v) Ten miles a long distance.

(Fill in the blank)

(c) Rewrite the following sentences in the passive voice : 5

(i) The teacher highly appreciated Tina's performance.

(ii) They recovered the stolen jewellery from the thief's hide out.

- (iii) Who invented the telephone ?
- (iv) The protesters are callously destroying the national property.
- (v) The Prime Minister dedicated the newly built hospital to the nation this morning.

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