

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING-FINANCE AND
ACCOUNTING/CERTIFICATE IN
COMMUNICATION AND IT SKILLS
(DBPOFA/CCITSK)**

Term-End Examination

June, 2026

**BPOI-006 : ENGLISH COMMUNICATION
SKILLS**

Time : 3 Hours

Maximum Marks : 65

Note : Answer all questions. Question nos.
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 :

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 organisations 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 agenda, 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 organisation 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 speciality. 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.

Questions :

- (a) Say whether the following statements are true (T) or false (F) : 4×1=4
- (i) According to the author, managers spend most of their working time having meetings.
 - (ii) According to him, the purpose of having meetings is to solve problems and make decisions.
 - (iii) A 'can't do' type is in favour of tradition and against new ideas.
 - (iv) Some members want the meetings for long hours so that something constructive can be achieved.
- (b) What role does the chairman play in a meeting ? 2
- (c) What do you understand by 'can't do' type of members ? 2

- (d) Find words from the passage which are close in meaning to the following words :

2

- (i) Extremely large
- (ii) Existing state of affairs

2. In response to an advertisement you have seen in The Times of India, for the post of a marketing manager in a well known publishing house. Write an application for the post, together with a curriculum vitae (C. V.) appropriate to the post. 10
3. As secretary to the Managing Director (M. D.) of a business house, write the minute of the meeting of heads of various departments held to discuss the scope of expansion by adding some more products to existing products being manufactured by the organisation. 10
4. As a relationship manager of a reputed bank, write a letter to a client who has been very irregular in paying the EMI of the loan taken from the bank. 10

5. As a sales representative of a well known cosmetic brand you have been asked to find out the reason of the drastic fall in the sale of some of the products, in the last few months. Write a report after surveying the market and meeting some of the regular customers. 10
6. (a) Rewrite the following sentences in the passive voice : 5
- (i) They haven't completed their work yet.
 - (ii) A speeding truck hit the boy who was walking on the road.
 - (iii) My Principal granted me five days' leave.
 - (iv) The chairman has closed the factory.
 - (v) She offered me a cup of tea.
- (b) Rewrite the following sentences correctly : 5
- (i) He is one of those who believes in God.

- (ii) To-day she is looking very tired, isn't it ?
- (iii) To-day I am having only fifty rupees in my pocket.
- (iv) Please pour the water in the jug.
- (v) My house is in the corner of Pusa Road.

(c) Do as directed : 5

- (i) She was born 16th December the year 2012.
(Fill in the blanks with appropriate prepositions.)
- (ii) When I was young I (use, used) to play cricket. (Fill in the blank with appropriate word from the brackets.)
- (iii) "I will tell you something more about Shakespeare's life tomorrow."

(Rewrite in indirect speech.)

- (iv) (a) The house has a big garden.
- (b) The house belongs to my sister.
(Combine the two sentences into a complex sentence.)
- (v) Neither of us (was, were)
prepared to take the blame. (Fill in the blank choosing the appropriate verb from the brackets.)

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