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BEGLA-136

**B. A. (GENERAL)/B. A. (HONOURS)
ENGLISH/B. A. (VOCATIONAL
STUDIES) MICRO SMALL AND
MEDIUM ENTERPRISES
(BAG/BAEGH/BAVMSME)
(CBCS)**

Term-End Examination

December, 2024

BEGLA-136 : ENGLISH AT THE WORKPLACE

Time : 3 Hours

Maximum Marks : 100

Note : *All questions are compulsory.*

1. Match the words in Column A with their meanings in Column B : 10×1=10

Column-A

(i) Visionary

Column-B

(a) abundance or excess of something

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|-------|---------------|-----|--|
| (ii) | Philanthropic | (b) | a situation
that is too
dominating |
| (iii) | Plethora | (c) | arranged in
order of time
of occurrence |
| (iv) | Dynamic | (d) | general
agreement |
| (v) | Persuade | (e) | capacity to
organise and
manage a
business
venture |
| (vi) | Opinionated | (f) | person or
organisation
helping those
in need |
| (vii) | Overwhelming | (g) | convince
another
person about
something |

- | | |
|-----------------------|--|
| (viii) Chronological | (h) a person who is forceful and vigorous |
| (ix) Entrepreneurship | (i) someone with distinct opinions and puts them across aggressively |
| (x) Consensus | (j) person who imagines the future and plans accordingly |

2. Make sentences using the following words :

5×2=10

- (i) Competence
- (ii) Tangible
- (iii) Concise
- (iv) Innovative
- (v) Exceptional

3. (i) Rewrite the following sentences as directed : $5 \times 1 = 5$

(a) The President unfolded the flag on Republic Day.

(Change into passive voice)

(b) They announced the winners of the Arjun awards yesterday.

(Change into passive voice)

(c) The train will leave in hour.
(Fill in the blanks with the correct

article)

(d) Nile is the longest river on earth.

(Fill in the blank with the correct article)

(e) elephant is the largest land animal.

(Fill in the blank with the correct

article).

(ii) Fill in the blanks as indicated : $10 \times 1 = 10$

(a) Your job will include (type) letters. (Complete using the appropriate gerund form of the verb in brackets)

(b) Please remove the (break) chairs from this hall. (Complete using correct participle form of the verb in brackets).

(c) if we did not accept their invitation.

(Complete with an appropriate clause)

(d) I am sure your boss (understand) if you explained the situation to him. (Use the correct form of the verb in brackets).

(e) (will) you mind if I used mobile phone ? (Use the correct form of the verb in brackets).

- (f) The prices of vegetables (rise) if we do not get enough rains. (Use the correct form of the verb in brackets).
- (g) We are looking for someone (who, whom, which) has a proven record of excellence. (Choose the correct word from the brackets)
- (h) We (should/need) go through the contract carefully before signing it. (Complete using the correct word from the brackets)
- (i) The success of the project depends on proper (implement). (Use the correct form of the word in brackets)
- (j) The applicants (queue) up yesterday to buy the forms. (Use the correct form of the word in brackets)

4. Write short notes on any *two* of the following in around **150** words each : 10×2=20
- (a) Body language during an interview
 - (b) Workplace etiquette in a multicultural workplace
 - (c) Qualities of a good customer service executive
5. You have been asked to deliver a speech to a group of high school students on the topic, “Effective Time Management”. Write out your speech (in around **150** words) 10
6. Write an official letter of application in response to an advertisement for the post of Customer Service Manager in a reputed organisation. Your application should show how your skills and experience match the requirements of the job. 10

7. You will be attending an interview for the post of Analyst in a reputed firm. Write out six questions you expect to be asked and the answers you plan to give. 10
8. Prepare the outline of a presentation on the topic : 15
- “Skills essential for an effective team leader.”

Your presentation should be well-structured.

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