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BSSI-011

**DIPLOMA IN MODERN OFFICE
PRACTICE (DMOP)**

Term-End Examination

December, 2024

BSSI-011 : COMMUNICATION SKILLS

Time : 3 Hours

Maximum Marks : 100

Note : *Answer all questions.*

1. Read the following passage and answer the questions given below it :

In most cases your audience will be present when you speak. The exceptions are when you appear on television or radio. Because other people are present, they can directly affect you and the way you speak. Their postures, gestures, facial expressions, eye contact, and apparent level of attention will affect you. It is difficult to ignore people who seem to be reacting unfavorably or paying no attention. They can slow you down, discourage you, and

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sometimes make you quite uncomfortable. At the same time, an attentive audience that reacts favorably to you and what you say will encourage you, and this may help you turn out a better performance.

You will also directly affect your audience. Of course, that's what you have set out to do, just as when you write. But when you write your readers see only your words. They do not see you, in person, so they will not react to your appearance, posture, gestures, facial expression, or clothing. If you conform to what your listeners expect, there is a greater chance that they will receive your message favorably. If you think most members of your audience will wear customary business clothing, you should probably dress that way too, regardless of your preference. You should also attempt to speak without distracting gestures, such as rocking back and forth on your feet or constantly pushing your glasses up your nose.

Your voice is important, and you should learn to use it effectively. If you mumble, stutter, or speak in a noticeably nasal or whining voice, your audience may react unfavorably, no

matter how important or well-prepared your message. If you must speak frequently, you might want to consult a speech instructor or therapist to help you overcome any of these problems that trouble you.

It is also important that you pay attention to the rate or speed of your speech. Most people, in normal conversation, speak at a rate of about 120 words per minute. In presentations before groups, this rate usually slows to about 100 words per minute. A rate that is too *slow* will bore listeners. They will feel that they have to wait too long to find out how your sentences will end. Also, you create other problems for yourself. One of the most important is that a slow rate gives your audience too much time to daydream and think about everything but what you are saying. Some studies indicate that most people can process words at a rate of about 400 per minute. Your listeners will already have plenty of free time. There is no need to give them more. If your rate is too fast, you may lose some listeners, or all of them may miss some of what you say. Your speech rate will probably increase if you are nervous. Adequate preparation and rehearsal may help you stay calm.

- (a) Answer the following questions :
- (i) According to the writer, what are the specific factors in a speaker that affect the audience ? How does an inattentive audience impact the speaker ? 3
 - (ii) What should one do to impact the audience favourably ? 2
 - (iii) “Your voice is important,” Discuss. 2
 - (iv) Do you think speaking slowly is effective ? Why/Why not ? Discuss. 2
 - (v) Give a suitable title to the passage. 1
- (b) Pick out words from the passage which have a similar meaning to the following words/phrases : 5
- (i) the position in which one holds one’s body (para 1)
 - (ii) behave according to socially acceptable standards (para 2)
 - (iii) according to established practices (para 2)
 - (iv) diverting attention (para 2)
 - (v) say something with difficulty (para 3)

- (c) Add suitable prefixes to the following from the text : 5

- (i) attentive
- (ii) favourably
- (iii) effectively
- (iv) normal
- (v) adequate

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

10+10

- (i) The role of a Secretary in an organisation
- (ii) The importance of public relations within an organisation
- (iii) Barriers to oral communication
- (iv) Characteristics of a short report
- (v) Work ethics

3. (a) You are Secretary to the Managing Director. She has asked you to investigate the safety provisions in your company's office. Write a report to your MD, with appropriate recommendations. 10
- (b) You have selected a company you want to work for and the position you want to be hired for. Write a detailed self-profile. 10

4. (a) Fill in the blanks with appropriate articles (a/an/the) : 5
- (i) When you absolutely finish project several good things happen. First, you enjoy nice feeling of sense of completion.
- (ii) Your company owns small field next to factory, doesn't it ?
- (b) Fill in the blanks with the correct form of the verbs given in brackets : 5
- There (be) a car by the side of the road. It (break) down and the driver (try) to repair it. So, we (stop) by to see if we (can) help.
- (c) Write a short note on the following in about **200** words : 10
- Communicating through web tools.

Or

Features of Telephone Communication.

5. (a) Add the correct prefixes to the following words : 5
- (i) legitimately
- (ii) resolute
- (iii) edible
- (iv) perfection
- (v) distinguished

- (b) Given below are the attributes of a good Secretary. Make a sentence or two with each one of them. You may change the form of these words in your sentences : 10

- (i) organising skill
- (ii) loyal
- (iii) reliable
- (iv) tactful
- (v) punctual

- (c) Here are some expressions commonly used in Introductions and Greetings. Write the underlined expressions, using contracted forms : 5

- (i) I am Rati Malhotra.
- (ii) He is my colleague Vivek Sahgal.
- (iii) We are working together on a project.
- (iv) We have almost completed the first phase.
- (v) We would like to show you the plan for the second phase.

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