

DIPLOMA IN MODERN OFFICE

PRACTICE (DMOP)

Term-End Examination

December, 2025

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 your own words :

‘I Have a Dream’ is a public speech delivered by American civil rights activist Martin Luther King Jr. during the March on Washington for Jobs and Freedom on 28th August, 1963, in which he calls for an end to racism in the United States and called for civil and economic rights. Delivered to over 2,50,000 civil rights supporters from the steps of the Lincoln Memorial in

Washington, DC, the speech was a defining moment of the civil rights movement. Beginning with a reference to the Emancipation Proclamation, which freed millions of slaves in 1863, King observes that : “One hundred years later, the Negro is still not free.”

Towards the end of the speech, King departed from his prepared text for a party improvised peroration on the theme “I have a dream”, prompted by Mahalia Jackson’s cry : “Tell them about the dream, Martin !” In this part of the speech, which excited the listeners and has now become most famous, King described his dreams of freedom and equality arising from a land of slavery and hatred. Jon Meacham wrote, “with a single phrase, Martin Luther King Jr. joined Jefferson and Lincoln in the ranks of men who have shaped modern America.” The speech was ranked the top American speech of the 20th century in a 1999 poll of scholars of public address.

(a) Answer the following :

- (i) Describe the issues that Martin Luther King Jr.'s speech addresses/raises. 3
- (ii) What prompts King Jr. to say, "I have a dream" ? 2
- (iii) Who according to King Jr. is not 'free' ? 1
- (iv) What is Martin Luther King's famed speech known as ? 2
- (v) Who does Martin Luther King Jr. speak to / who was he addressing ? 2

(b) Pick out words from the passage which have a similar meaning to the following words and phrases : 1×5=5

- (i) a person who takes action to cause political or social change. (para 1)
- (ii) prejudice/apartheid/segregation (para 1)
- (iii) source/citation (para 1)
- (iv) made/done without previous thought or preparation (para 2)
- (v) speech or oration (para 2)

- (c) Add suitable suffixes to the following words from the text : $1 \times 5 = 5$

- (i) deliver
- (ii) support
- (iii) improvise
- (iv) excite
- (v) describe

2. Write short notes on any *two* of the following : $10 \times 2 = 20$

- (i) Climate change
- (ii) Ozone layer depletion
- (iii) Global warming
- (iv) Is AI creating or destroying jobs ?
- (v) India's space missions — lessons we've learned

3. (a) You are a Secretary in a private firm. Your General Manager has asked you to investigate/look into the restlessness of your firm's factory workers and their threat to go on a strike. Write a report to the GM about it. 10

- (b) You are Poorva/Partha, Cultural Secretary of your Residents' Welfare Association (RWA). A week-long music and dance/dandiya festival was organised by your committee. Write a report on this cultural activity for the newsletter of your RWA. 10
4. (a) Fill in the blanks with appropriate articles (a/an/the) : 1×5=5
- (i) Reena wants pizza.
 - (ii) He is honest guy.
 - (iii) Let's go to mall.
 - (iv) Is that chicken ?
 - (v) They are going to buy scorpio.
- (b) Fill in the blanks with the correct form of the verbs given in brackets : 1×5=5
- (i) It was cloudy in the morning, but the sun (shine) now.

- (ii) Our country (make) steady progress under the present government.
 - (iii) It (rain) when I left the house.
 - (iv) Don't disturb me. I (do) my work.
 - (v) When I (go) to see him, he (sleep).
- (c) Write short notes on the following in about **200** words each : 10

Organic Food

Or

Animal Rights

Or

The effect of technology on children's social skills

5. (a) Add the correct prefixes to the following words : 5
- (i) perform
 - (ii) book
 - (iii) judge
 - (iv) structure
 - (v) divide

- (b) Given below are some of the attributes of a good office assistant. Make sentences with each of them. You may change the order of these words in your sentences : 2×5=10

- (i) effective communication skills
- (ii) smart
- (iii) honest
- (iv) dependable
- (v) adaptability

- (c) Write the underlined expressions, using contracted forms : 5

- (i) I have been studying for hours, but I still do not feel ready for the exam.
- (ii) You were not at the coffee shop yesterday.
- (iii) The paint she picked out was a lovely colour, but it did not match the trim.

- (iv) We would go to the beach with you; however, we got too many chores to do.
- (v) You should not use contractions in formal writing.

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