

DIPLOMA IN MODERN OFFICE

PRACTICE (DMOP)

Term-End Examination

June, 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 :

Deepak and Mohan lived in the same village. While Deepak owned the largest jewellery shop in the village, Mohan was a poor farmer. Both had large families with many sons, daughter-in-law and grandchildren. One fine day, Mohan, tired of not being able to feed his family, decided to leave the village and move to the city where he was certain to earn enough to feed

everyone. Along with his family, he left the village for the city. At night, they stopped under a large tree. There was a stream running nearby where they could freshen up. He told his sons to clear the area below the tree, he told his wife to fetch water and he instructed his daughter-in-law to build the fire and started cutting wood from the tree himself. They didn't know that in the branches of the tree, sat a thief hiding. He watched quietly as Mohan's family worked together and also noticed that they had nothing to cook. Mohan's wife also brought the same thing and asked her husband, "Everything is ready but what should we cook and what shall we eat?" Mohan raised his hands towards the sky (heaven) and said, "Don't worry. He is watching all of this from above. He will help us."

The thief got worried, as he had seen that the family was large and worked well together. Taking advantages of the fact that they did not know he was hiding in the

branches, he decided to make a quick escape. He climbed down safely when they were not looking and ran for his life. But, he left behind the bundle of stolen jewels and money which fell into Mohan's lap. Mohan opened it and jumped with joy when he saw the contents. The family gathered all their belongings and returned to the village. There was great excitement when they told everyone how they got rich.

Deepak thought that the tree was miraculous and that this was a nice and quick way to earn some money. He ordered his family to pack some clothes and they set off as if on a journey. They stopped for the night under the same tree and Deepak started commanding everyone as Mohan had done. But none of his family members were willing to obey his orders.

Being a rich family, they were used to housing servants all around. So, the one who went to the river to fetch enjoyed a nice bath. The one who went to set wood for fire

went off to sleep. Deepak's wife said, "Everything is ready but what shall we eat ?" Deepak raised his hands and said, "Don't worry. He is watching all this from above. He will help us."

As soon as he finished saying this, the thief jumped down from the tree with a knife in his hand. When Deepak's family members saw him, they started running around to save themselves. The thief stole everything they had and Deepak and his family returned to the village empty handed, having lost all their valuables that they had taken with them.

(a) Having read the passage, answer the following questions in your own words :

- (i) Why do you think Mohan and his family chose that particular spot to rest for the night ? 3
- (ii) How would you describe Deepak's nature and character ? 3
- (iii) What do you think Mohan meant when he told his wife that "he (was) watching all this from above" ? 2

- (iv) How did the other villages react to Mohan becoming rich overnight ? 1
- (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) groom oneself (para 1)
- (ii) cooperated (para 1)
- (iii) opportunity (para 1)
- (iv) remarkable (para 2)
- (v) leading (para 2)
- (c) Add suitable suffixes to the following words from the text : 5
- (i) own
- (ii) instruct
- (iii) belong
- (iv) hide
- (v) decide

2. Write short notes on any *two* of the following : 10+10
- (i) Dealing with difficult callers
 - (ii) Writing a good summary
 - (iii) Unsolicited proposals
 - (iv) Walk-in interviews
 - (v) Keeping fit in the workplace
3. (a) You have been asked to submit a report on TV/OTT platform shows/series for young adults. Prepare a report detailing the pros and cons of such TV/OTT platform shows/series. 10
- (b) You need to stand out in an interview—be a cut above the rest. How would you go about preparing yourself? 10
4. (a) Fill in the blanks with appropriate articles (a/an/the) : 5
- (i) Let's play chess.
 - (ii) He hopes to join university soon.
 - (iii) She wants to become engineer.

(iv) This is car I bought yesterday.

(v) Please, open door.

(b) Fill in the blanks with the correct form of the verbs given in brackets : 5

(i) I (attend) the meeting tomorrow.

(ii) Cricket (originate) in England.

(iii) I (try) to solve this sum.

(iv) He (study) hard these days.

(v) I (write) a new book. I (hope) to finish it by the end of this month.

(c) Write short note on any *one* of the following in about **200** words : 10

Learning Disabilities *or* Standards of Beauty *or* Fashion Trends

5. (a) Add the correct prefix to the following words : 5
- (i) friend
 - (ii) little
 - (iii) exist
 - (iv) value
 - (v) select
- (b) Imagine that you have won one crore rupees in a game show. You now need to plan and decide how best to use this money. Write out a plan of action giving reasons for spending the money in the manner you have decided. 10
- (c) Give the contracted form of the underlined parts of the sentence : 5
- (i) You should not talk so much.
 - (ii) They have written the proposal.
 - (iii) Let us so home.
 - (iv) He did not play cards.
 - (v) I could not find my pen.

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