

DIP-260

DELS-01

**DIPLOMA IN ENGLISH LANGUAGE SKILLS
EXAMINATION – JUNE, 2018.**

BASIC GRAMMAR FOR COMMUNICATION

Time : 3 hours

Maximum marks : 75

1. Answer any TWO of the following in about 200 words each. (2 × 10 = 20)
 - (a) Write an essay on the parts of speech.
 - (b) Describe any three types of sentences with examples.
 - (c) Explain tenses.
2. (a) Change the following into passive. (5 × 2 = 10)
 - (i) We know the facts
 - (ii) We made him complete the work
 - (iii) They can't lift the box
 - (iv) Did Shyam paint this picture
 - (v) Have you packed your bags?

(b) Fill in the blanks with suitable articles. (5 × 2 = 10)

- (i) I think it is _____ honourable settlement.
- (ii) _____ traffic lights are not working.
- (iii) How does _____ wounded tiger behave.
- (iv) His honesty is _____ well known quality.
- (v) You can discard _____ one you bought yesterday.

(c) Do as directed. (5 × 2 = 10)

- (i) We shall have to start early. (Change into Negative)
- (ii) They haven't had their dinner yet. (Change into internegative sentence)
- (iii) Those with high self-esteem feel unique and competent (change into complex sentence)
- (iv) Many people make themselves miserable by trying to imitate others (Change into compound sentence)
- (v) Though he was disabled, he was very cheerful (Use 'inspite of')

- (d) Fill in the blanks with the words given in the bracket. (5 × 2 = 10)

(beauty, telling, sleep, gold, queen)

- (i) The art of story _____ is slowly dying.
- (ii) The early explores dreamt of finding _____ mines.
- (iii) I dressed up as a fairy _____ mother.
- (iv) Sleeping _____ was woken up by the kiss of a prince.
- (v) _____ walking is a condition, not a disease.
- (e) Rewrite the following in Reported speech. (10)

- (i) The boy asked, 'Will it rain today'.
- (ii) My brother said, "How did you arrive at the answer"?
- (iii) We all said, "How hot the day is!"?
- (iv) The speaker said to the scientist, 'Please occupy the seat in the stage'.
- (v) The cyclist told the driver, 'Don't move the car till the police arrives'.

- (f) Choose the correct word. (5 × 1 = 5)
- (i) Who is the next _____ (hair / heir).
 - (ii) Her house is _____
(farther / further) down.
 - (iii) _____ makes a man perfect
(practice / practise).
 - (iv) The items can be bought from the
_____ (stationary / stationery).
 - (v) I do not agree with her _____
(principals / principles).

**DIPLOMA IN ENGLISH LANGUAGE SKILLS
EXAMINATION – JUNE, 2018.**

LISTENING FOR COMMUNICATION

Time : 3 hours

Maximum marks : 75

1. Answer any TWO of the following in about 200 words each. (2 × 10 = 20)
 - (a) List out some useful tips, to become good communicators using the power of listening.
 - (b) Explain the different types of listening.
 - (c) How does listening to the different medium, Radio and TV impact the listener?

2. Complete the following dialogue between the caller and the receptionist for booking hotel accomodation. (1 × 15 = 15)

Caller : Hello, Am I speaking to the receptionist Ashoka Hotels.

Receptionist : _____

Caller : I would like to book a double room in the name of Mr. Kim.

Receptionist : Could you please tell me the days of booking.

Caller : _____
Receptionist : Let me check if there are rooms available. Sir kindly hold on.
Caller : _____
Receptionist : Yes Sir. We do have room facility on these days.
Caller : Will you _____
Receptionist : Yes Sir. Is the guest a foreign National.
Caller : _____
Receptionist : Who will settle the bills Sir?
Caller : _____
Receptionist : Would be like an airport pick-up.
Caller : _____
Receptionist : May I have your contact number?
Caller : _____
Receptionist : And you mail id Sir.
Caller : _____
Receptionist : Thank You, Sir I will send you an email confirming the booking.
Caller : _____

3. Answer in brief : (3 × 5 = 15)

- (a) What does a person do when he indulges in critical listening?
- (b) When does a person listen most attentively and how?
- (c) What is meant by empathetic listening?

4. (a) Match the following : (5)

- (i) Dialogic listening (1) Person looks out for meaning
- (ii) Critical listening (2) To criticise and judge
- (iii) Biased listening (3) Involves exchanges between two
- (iv) Evaluative listening (4) to evaluate
- (v) Comprehension listening (5) highly opinionated

(b) Read the speech sounds which contain silent letters and identify the words they represent. (1 × 10 = 10)

- (i) hym—
- (ii) —nife
- (iii) ali—s

(iv) forei—n

(v) clim—

(vi) has—en

(vii) balle—

(viii) —now

(xi) scra—ch

(x) g—est

5. Narrate a short story with stylistic features to ensure active listening. (10)

**DIPLOMA IN ENGLISH LANGUAGE SKILLS
EXAMINATION – JUNE, 2018.**

ORAL AND WRITTEN COMMUNICATION

Time : 3 hours

Maximum marks : 75

1. Answer any TWO of the following in about 200 words each : (2 × 10 = 20)
 - (a) Write an essay on Verbal and Non-Verbal Communication.
 - (b) What are the Do's and Dont's of E-mail drafting in professional situations?
 - (c) Discuss the steps involved in preparing for a prepared speech.
2. (a) Write a letter of complaint to the supplier, Jupiter Electrical Appliance Co. Ltd., 26, Pash Stree. Calcutta, assuming that 12 water coolers out of the 50 you have received are in damaged condition. (10)
- (b) Role play a group discussion among four members on the topic 'Brain drain – a myth'. (5)

(c) Punctuate the following passage :

when an indian professional becomes a non-resident indian in the united states he soon starts suffering from a strange disease the symptoms are restlessness anxiety hope and nostalgia like shakespeare said the spirit is weak isnt it strange. (5)

(d) Prepare your CV in response to an advertisement for the post of HR in a Multi-national company. (10)

3. Make notes on the following passage : (10)

Scores of millions in all nations are hooked on cigarettes the same way heroin addicts are hooked on heroin or other persons on other drugs. The addictive nature of cigarettes is a Major reason sales continue at high levels despite widespread public knowledge about the health hazards. Most people start smoking to conform to peer or social pressures. They find smoking at first acts as a stimulant Later they find they need to smoke as a tranquilizer. What's happened to these smokers is that they have developed a level of tolerance and bodily adjustment to nicotine 'They Must Maintain that level in their blood or they will experience uncomfortable physical, psycho logical problems. In reality these uncomfortable feelings, which

occur when denied usual tobacco in take for some reason are classic drug withdrawal symptoms.

Common characteristics of addictive drugs are that they are psycho active and may create brain and nervous system dependence and lead to compulsive use. Withdrawal symptoms include head ache, stomach discomfort, sweating, nervousness, irritability, blood pressure changes and low excretion of hormones affecting the nervous system.

4. Spot the error and rewrite the correct usage :
(5 × 2 = 10)
- (a) For a long time I did not know who was sitting besides me.
 - (b) My Mother insisted that I finish my work in a hour's time.
 - (c) Mary couldn't hardly recognise me.
 - (d) We learn a lot through team work, isn't it?
 - (e) The whether is quiet pleasant today.
5. Explain briefly the difficult sounds in English. (5)
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DIP-263

DELS-04

**DIPLOMA IN ENGLISH LANGUAGE SKILLS
EXAMINATION – JUNE 2018.**

**READING FOR ENRICHMENT OF
LANGUAGE SKILLS**

Time : 3 hours

Maximum marks : 75

1. Answer any TWO of the following in about 200 words each : (2 × 10 = 20)
 - (a) Explain the different types of reading.
 - (b) Elucidate the benefits of reading.
 - (c) Bring out the differences between critical reading and flexible reading with appropriate examples.

2. Read the following passage and answer the questions given below : (1 × 10 = 10)

Freud once noted that dreams and therefore the unconscious contained no concept of the negative. Since he believed the unconscious to consist solely of desire, he assigned the ability to say 'no' to the conscious and the ego. Negation, Freud claimed, was the origin of intellectual judgement. Its source lies in the oldest of human impulses, the oral impulses. Beginning with such decisions as whether or not to eat something, or whether to swallow or spit something, the negation mechanism became in time, able to distinguish what is real and what is not. The ego decided whether an image in a person's consciousness could also be 'rediscovered in perception', that is whether or not 'it' was real. Judgement was thus defined as the "intellectual action" that takes in what is accepted and tests to see if it is real. Freud did not stress that the ability to negate is directly connected to the development of the self. The first thing that someone says 'no' to is something outside the self that the person refuses to take inside. For the infant and for all human beings, saying 'That is not me' is an affirmation of identity. Thus 'no' on one level becomes 'yes' on another.

- (a) What does the passage focus on ?
- (b) According to the passage, negation is first expressed by what thought and impulse?
- (c) How does the ability to say 'no' serve as a positive function?
- (d) What does the word 'it' refer to?
- (e) The word 'self' is closest in meaning to which word in the given passage.
3. (a) Fill in the blanks with appropriate tense forms : (5 × 2 = 10)
- (i) The Prime Minister _____
(visit) our state next month.
- (ii) She _____ (work) in Moscow
for a long time.
- (iii) I _____ (interrogate) by the
police for an hour.
- (iv) He _____ (leave) for Delhi
this evening.
- (v) I _____ (find) my glasses on
my nose, which I thought I had lost.

- (b) Fill in the blanks choosing the word given in the brackets : (5 × 2 = 10)

(journalist, editor, round-the clock, features, articles)

- (i) Alisha's father was the _____ of a Children's magazine.
- (ii) The Magazine also had _____ on various issues
- (iii) Collecting the material for such _____ was Alisha's job.
- (iv) Alisha worked _____.
- (v) It was Alisha's passion to become a _____.

4. Make a Precis : (1 × 15 = 15)

I don't believe there's any man who in his heart of hearts wouldn't rather be called brave than have any other virtue attributed to him. And this elemental, if you like, unreasoning attitude, is a sound one, because courage is not merely a virtue, it's the virtue. Without it there is no other virtues. Faith, hope, charity, all the rest don't become virtues until it takes courage to exercise them. Courage isn't the only basis of all virtue; it is its expression. True, you may be bad and brave, but you can't be good without being brave.

Courage is a mental state – an affair of the spirit – and so it gets its strength from spiritual and intellectual sources. The way in which these spiritual and intellectual elements are blended, I think produces roughly two types of courage. The first an emotional state which urges a man to risk injury or death – physical courage. The second, a more reasoning attitude which enables him coolly to stake career, happiness, his whole future, on his judgement of what he thinks either right or worthwhile – moral courage.

Now these two types of courage-moral and physical are very distinct. I have known many men who had marked physical courage but lacked moral courage. Some of them were in high places but they failed to be great in themselves because they lacked it. On the other hand, I've seen men who undoubtedly possessed moral courage, very cautious about taking physical risks, but I've never seen a man with moral courage who wouldn't when it was really necessary, face bodily danger.

5. Draft a dialogue with the sub inspector, regarding the loss of your bag containing your original certificates. (1 × 10 = 10)
