

DIPLOMA EXAMINATION**DECEMBER 2020****English Language Skills****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)
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**DIPLOMA IN ENGLISH LANGUAGE SKILLS
EXAMINATION – DECEMBER 2020**

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)

DIPLOMA EXAMINATION**DECEMBER 2020****English Language Skills****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) Write an essay on the different styles of reading.
 - (b) Explain the purpose of reading and state what are some of the common barriers to reading effectively.
 - (c) Substantiate the statement 'That reading has tremendous power to fuel the

development of all aspects of language ability'.

2. Read the given sentences and rearrange them in logical order. (5 × 2 = 10)

S. Man is not given that God-like unselfishness.

P. Alexander and Caesan fought for their own.

Q. We are so bound together that no man can labour for himself alone.

R. The stream in struggling onwards, turns the mill wheel, and the ambitions man building a pedestal for himself, leaves a monument to posterity.

S. But in working for themselves, they are working for us all.

T. Each blow he strikes in his own behalf helps to mould the universe.

3. Read the following passage and answer the question given below. (5 × 2 = 10)

Progress in knowledge has led to the development of science and technology. Which has, in turn, profoundly altered, man's environment. Fertilizers and insecticides have increased agricultural output which is required to feed the swelling population of the world. Each one in the modern world has accumulated in our bodies a few

milligrams of D.D.T. Which is organic chlorine, a type of insecticed fertilizers used in farmlands are washed away by rain into rivers, lalces and reservoirs. This de-oxygeniser the water and all the fish is dost. From the industries mithon's of tons of poisonous, harmful gases are sent up everyday and this chemical environment is also poisoning us. The increase in carbon-dioxide in the atmosphere prevent the escape of suns heat from the earth, leading to a rise in temperature, melting of ice-caps and a rise in level of the ocean.

- (a) What has progress in science and technology led to?
- (b) How has fertilizers used in farming affected man?
- (c) What is the name of the insecticide and the chemical substance mentioned in the passage.
- (d) How does the high-level of carbon-di-oxide in atmosphere affect the environment?
- (e) Suggest a suitable title for the passage.

3. (a) Do as directed.

Fill in the blanks with the correct form of the word. (5 × 1 = 5)

- (i) They got a chance to _____ in the river
(bath/bathe)
- (ii) We could _____ fresh air. (breathe/breath)
- (iii) The villages made _____ and sold it
(clothe/cloth)
- (iv) It was _____ singing (soleful/soulful)
- (v) The expenditure was _____ by the guests
(born/borne)

(b) Fill in the blanks choosing the correct phrasal verbs given. (5 × 1 = 5)

(make up, pulled down, make out, pulled through, put on)

- (i) The mansion was _____ by flat promoter.
- (ii) She miraculously _____ her illness.
- (iii) Don't _____ that injured expression.
- (iv) We need two more players to _____ the team.
- (v) I could not _____ what she had written.

4. Role play a dialogue between friends on their future plans after an undergraduate course of study. (10 marks)
5. Make a precis of the passage. (1 × 15 = 15)

It is inconceivable to think of the modern world without advertising. Advertising is one of the constituent elements of modern living. Some of the TV ads cost anything from fifty thousand to several million dollars. Advertising should not be confined to the narrow world of business and trade though it is the most important one. The propaganda mills of the different political and religious establishments in the world are subjecting their target populations to a form of insidious advertising which is not basically different from business advertising. The basic philosophy behind all the three of them is aggressive publicity whose main props are money, power and control of media. Advertising is common for political, religious and business purposes. Granting that if

is unavailable, the question arises, what are the limits within which advertising can be carried out without undesirable consequences. For defining these limits it is necessary to first ask ourselves what advertising is ordinarily used to achieve. The trouble arises when exaggerated or patently dishonest claims are made by the manufactures for their wares with the express intention of making profits at the customer's expense. Put to proper and good use advertising can do enormous good to society, in the hands of people with a social conscience.
