



Regional Institute of English, South India
Innanabharathi Campus, Bengaluru – 560 056

Diploma in English Communication
(DIEC – COURSE 9 – FINAL EXAM]
April / May 2022

ENGLISH FOR BUSINESS

Time: 2½ Hrs.

Max. Marks: 70

Name: _____

Roll No.: _____

Instructions:

1. Write legibly
2. Answer all the questions in the space provided
3. Give examples wherever necessary

SIGNATURE OF THE CANDIDATE

SIGNATURE OF THE INVIGILATOR

Marks Awarded:

SIGNATURE OF THE EXAMINER



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1. Complete the following sentences by filling in the blanks. Circle/Underline the most appropriate answer from the four alternatives given in brackets: [3M]

- i. The board of directors voted _____ to change the policy. Everyone was in agreement.
(anonymously, anxiously, unanimously)
- ii. The car company is _____ its latest model due to a defective electrical system.
(recalling, repealing, resisting)
- iii. The information about your products made _____ reading.
(fascinated, fascinating, facsimile)

2. Fill in the blanks with the most appropriate tense forms. Circle/Underline the most appropriate answer [3M]

- i. If he had told me about this earlier, I _____ someone else.
(will have hired, would have hired, would hire)
- ii. Employees should _____ in a more respectful manner.
(have treated, been treated, be treated)
- iii. I _____ at the State Bank of India from 2011 to 2013.
(have worked, have been working, was working)

3. Complete the sentences with the most appropriate phrasal verbs/idioms. [3M]

- i. The meeting has been _____.
(called up, called for, called off)

- ii. We have to _____ out a better way to communicate with our clients.
(figure, come, give)
- iii. Tell us about two people you have worked with who didn't _____.
(get down to business, see eye to eye, cut out for)

4. Match the words with their meanings.

[3M]

	W		
1	Supplier	A	People or institutions who own part of a private or public company.
2	Shareholders	B	A person or company trying to succeed in the same marketplace.
3	Competitor	C	The person or company which provides materials for another company.

Answer:

- 1.
- 2.
- 3.

5. Match the functions in Column A with the expressions in Column B.

[4M]

	Functions		Expressions
1	Offering	A	No, thank you.
2	Accepting	B	Could we have some more sugar, please?
3	Refusing	C	That would be very nice, thank you.
4	Requesting	D	Would you like some more coffee?

Answer:

- 1.
- 2.
- 3.

4.

6. Match the beginnings of the emails with the descriptions of the writer's purpose.

[4M]

	Beginnings of emails		Purpose
1	Could you please give the office key to Mr Kumar?	A	The writer introduces herself.
2	I am writing to complain about the delay.	B	The writer mentions some new information which is not connected to the main topic of the email.
3	My name is Ujwal Bhagwat., and I am a software designer. I saw your advert on dazzle.com, and	C	The writer asks the reader to do something.
4	As you may remember, I was in your English class last year.	D	The writer states the purpose of the email.

Answer:

- 1.
- 2.
- 3.
- 4.

7. Write a news report based on ONE of the headlines given below:

[10M]

Maruti to stop making diesel cars from 2020

Jet bidders unwilling to take over Rs 600 cr wage bill

SC tells RBI to disclose loan defaulters' info

8. Apply for ONE of the jobs given below with your CV and a covering letter.

[4x4=8M]

We require the below mentioned personnel with relevant experience in respective fields with a proven track record and team handling capabilities.

- HR Admin
- Facility management
- Office admin
- Front office executive

Freshers may also apply.

Send a mail with CV and covering letter to: hradmin@dsgroupsworld.in

OR

Teachers required for:

Vishwabharathi Public school, No. 142, 1st A Main Road, Shakthi Garden, Nagarbhavi 1st Stage – 560072.

Qualifications: BA/BSc/MA/MSC with Bed.

Apply immediately by sending details to: principal@vbps.com

- 9. You are launching a new online shopping company. Draft an advertisement to promote your company. [10M]**

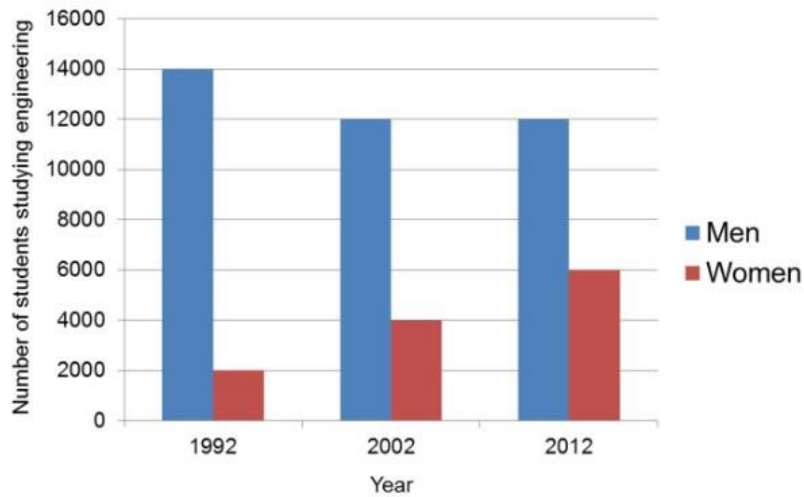
10. Write a short report based on the graph given below:

[5M]

Exam question

The bar chart below shows the number of men and women studying engineering at Australian universities.

Summarise the information in the chart by selecting and reporting the main features. Make comparisons where relevant.



11. Read the text and then do the exercises.

[7M]

When you first read the text, don't worry about the numbers in brackets. You will fill in the gaps in Exercise 1.

A change for the better?

In the world of business, change is inevitable. Nobody would seriously argue with that, especially at a time when IT developments are sweeping through all areas of work and changing how things are done and who does them. But when change does come, not everybody agrees on what it means. How you view change depends on [1] in the organisation, and managers and employees usually have very different perspectives.

If you're [2], your focus is on results, and you'll see the change as the best way to realise them. They are more aware of the business' overall goals, the financial state of the company and its position with regard to competitors and market share.

When [3] consider introducing change, they ask questions such as, 'How quickly can it be implemented?', 'How will it benefit the company?', 'What investment is required?', 'How cost

effective is the change?’ and ‘How will it affect our customers?’ Since they are usually the advocates of change, managers tend to be more enthusiastic about it.

If you’re [4], however, your focus is more on the immediate task of getting the job done. They seldom have time to consider how their work fits into the overall scheme of things; they don’t share the broader perspective of the company directors. Because they are often skilled and experienced in their work, or because they are placed on the frontline dealing with customers on a daily basis, they look at change from a personal perspective.

The questions [5] ask are, ‘How will this effect the quality of my work?’, ‘How much time will it take for me to adapt?’, ‘What’s wrong with the way we’ve always done things?’ and, ultimately, ‘What’s in it for me?’ Since employees are the ones who have to put the change into action, they are usually less enthusiastic about it.

With such different [6] about change within the organisation, it’s not surprising that innovation often fails. Planned changes need to be carefully thought out and managed. If not, morale will suffer as people feel that they are being forced to change against their will. There will surely be resistance, and some highly valued members of staff may even decide it’s time to leave.

All of this can eventually have a negative effect on productivity and efficiency. Management will have to admit defeat and drop the change, or risk losing [7] to the competition...and then another great idea bites the dust.

Select the most appropriate words for the seven blanks in the text.

a manager

your role

employees

points of view

an employee

clients

managers

Answer:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

12. Achievement is an important competency given that the more you can achieve, the better your prospects will be when it comes to looking for a new job. [10M]

Read the text and then try to summarise it in your own sentences. Write the summary in a paragraph of 12 to 15 sentences.

What is Achievement?

Achievement is what you have done of significance at work which has benefited your company or organisation. Think about your work achievements. Or even your life achievements - these are the successes that you have had so far. Perhaps you have just passed your driving test, or maybe after many years of trying, you have learnt to swim. This is an achievement as it is something you have worked hard for, and in the end the results have been successful.

Why is this important?

In our lives it is important to have objectives so when you have reached them you can say you have some achievements. Think about when you were younger, and your ambitions. Maybe you wanted to become a doctor, so you studied hard, and you finally became a doctor. Perhaps you wanted to have a house with a big garden. Can you remember the day you fulfilled this dream? These are personal achievements and they give you the feeling of self-satisfaction, confidence, and happiness. Let us now take a look at your work achievements. When you have achievement at work it means that you are working towards goals normally set by others, but they can be set by yourself, too. Perhaps you have to reach a sales target, or you need to complete a project within a deadline, or perhaps you need to see clients or customers and help them in some way. If you succeed in helping them, or you reach your sales target, or you complete your project by the

deadline, you have examples of achievements. Striving for achievements shows determination and tenacity.

How can you show you have this competency?

If you have a job interview and you want to demonstrate your achievements you need to think about different situations you have been in, the actions you have taken, and the results of these actions. Perhaps you have had a difficult customer, how have you dealt with that person? Did your action benefit your organisation? In what way? If your results were successful, state this either in your job application, or in your interview. Think about the skills which you have which make you attractive and valuable as an employee. Remember the more achievement you can give as examples, the more you can sell and market yourself for the job.

How to improve this skill

If there is a goal which seems difficult to achieve, don't give up easily. If you can understand your goal and work towards it this will show that you have the potential to achieve. You need to be able to face obstacles and be determined enough to meet targets. Think about a time where you have had to take "no" for an answer, did you just accept it? Don't just accept it, find out why the answer is "no". Also ask for feedback as this can give you an indication of how you are doing. You could compare this to learning a language, for example, if you find some grammar difficult you can always ask your teacher for feedback on your exercises. You can apply this rule to the workplace as well and if you are not sure of how you are progressing, ask!

