

FOUNDATION COURSE

PAPER 2: SECTION-B: BUSINESS CORRESPONDENCE AND REPORTING

Max Marks:

Q1` - Read the passage carefully and answer the questions that follow:

Just as there are basic laws and principles that control your physical world, there are basic laws and principles that control your mental world as well. Before you can hope to operate your human success system properly, you need to know the basic laws that determine your behaviour and affect your very being.

In this regard, you have no choice. You cannot decide to bypass these laws in an attempt to negate their application. They are present in all mental working and will always operate successfully to bring about the results you keep telling your mind you want.

The human mind is very much like a sophisticated electronic computer. When you acquire any new piece of advanced equipment, you normally take some time to carefully read the manual and basic operating instructions before turning it on to make it work. Operating instructions are important. They tell you how to get maximum performance out of the device, taking into account the specific tasks it was designed to perform. It should be the same with operating your own miraculous built-in machine.

You were born as the most advanced living organism in the world, yet you lack the precise knowledge to get the most out of your internal success system. Of course, your automatic goal-stirring mechanism is always successful. But it is probably more successful at getting you what you don't want in life rather than what you do want. Understanding the mental laws will help you get what you do want, more often.

1. We need to know the basic laws that govern our behaviour patterns in order to

- a) be efficient in all we undertake
- b) manage our human success system properly
- c) know right from wrong
- d) emerge triumphant in all situations
- e) they familiarize us with it

2. These basic laws influence all mental workings and always operate successfully to achieve

- a) what we cherish most
- b) what we attempt to do

- c) what we tell our minds we want
- d) what we want in our subconscious
- e) none of the above

3. The automatic goal stirring mechanism of our body is successful mostly

- a) in keeping us happy
- b) in achieving what we don't want in life
- c) in keeping alive the competitive spirit in us
- d) in always encouraging us
- e) none of the above

4. In order to get what we do want, it is helpful to

- a) discipline ourselves
- b) understand our mental laws
- c) cultivate good habits
- d) study more
- e) none of the above

5. The word 'negate' in the passage means

- a) refuse to accept
- b) deny (the existence of)
- c) hamper
- d) obviate
- e) excruciate

(b) read the passage

- (i) Make notes, using headings, sub headings, and abbreviations whenever necessary. (3 marks)
- (ii) Write summary (2 marks)

Almost all of us have suffered from a headache at some time or the other. For some a headache is a constant companion and life is a painful hell of wasted time.

The most important step to cope with headaches is to identify the type of headache one is suffering from. In tension headaches (two hand headache), a feeling of a tight band around the head exits along with the pain in the neck and shoulders. It usually follows activities such as long stretches driving, typing or sitting on the desks. They are usually short lived but can also last for days or weeks.

A headache is usually caused due to the spinal misalignment of the head, due to the posture. Sleeping on the stomach with the head turn to one side and bending over positions for a long time make it worse.

In migraine headaches, the pains usually on one side of the head may be accompanied by nausea, vomiting irritability and bright spots or flashes of light. This headache is made worse by activities especially bending. The throbbing pain in the head worsens by noise and light. Certain triggers for migraines may be chocolate, caffeine, smoking or MSG in certain food items. The pain may last eight to twenty four hours and there may be a hangover for two or three days. Migraines are often produced by an 'aura'-----changes in sight and sensation. There is usually a family migraine.

In a headache, pain originates from the brain but from the irritated nerves of muscles, blood vessels and bones. These head pain signals to the brain which judges the degree of distress and relays it at appropriate sites. The pain sometimes may be referred to sites other than the problem areas. This is known as referred pain and occurs due to sensation overload. Thus, though, most headache states at the base of the skull referred pain as felt typically behind the eyes.

Factors causing headache are understood but it is known that a shift in the level of body hormones chemicals, certain foods and drinks and environmental stress can trigger them.

If the headache troubles you often, visit the doctor, who will take a full health history relating to diet, life stresses, the type of headache, triggering factors and relief measures. You may be asked to keep a 'headache diary' which tells you to list – the time headache started and when it ended, emotional environmental and food and drinking factors which may contribute to it. The type and severity of pain and the medications used which provide much relief are also to be listed.

This helps the doctor in determining the exact cause and type of headache and the remedy thereof.

Question 2

(a) **What is network in communication?** (1 mark)

(b) i. choose the word which best expresses the meaning of the given word.

Contentious

- | | | |
|--------------|--------------|----------|
| 1. Combative | 2. agreeable | |
| 3. Annoy | 4. Amused | (1 mark) |

ii. select a suitable antonym for the word given in question.

Recurrent

- | | | |
|-------------|--------------|----------|
| 1. Halted | 2. sporadic | |
| 3. constant | 4. recurring | (1 mark) |

iii. change the following sentence to indirect speech :

The teacher said, "The earth revolves around the sun." (1 mark)

(c) Write a précis and give appropriate title to the passage given below:

The issue of war and peace has always been a focal issue in all periods of history and at all levels and relations among nations. The concern of the humankind for peace can be assessed by taking into account the fact that all religions, all religious scriptures and several religious ceremonies are committed to the cause of peace and all these advocate an elimination of war. The Shanti Path recited by the Hindus, the sermons of Pope and the commands of all the holy scriptures of the Christians, Muslims, Hindus, Sikhs and all other communities hold out a sacred commitment to peace.

Yet the international community fully realized the supreme importance of the virtue of peace against the evil of war only after having suffered the most unfortunate and highly destructive two World Wars in the first half of the 20th century. The blood soaked shreds of humanity that lay scattered in several hundred battle grounds, particularly on the soils of Hiroshima and Nagasaki, cried for peace, peace and peace on the earth. (5 Marks)

Question 3

(a) **what are the parts of network in communication?** (2 Marks)

(b) Choose the word which best expresses the meaning of the given word:

Stealthy

(1) craftily

(2) shy

(3) adventurous

(4) Against

(1 Mark)

Prudent

(1) reasonable

(2) foolish

(3) wasteful

(4) calm

(1 Mark)

(iii) Change the following sentence into indirect speech:

I said to him, "I don't trust you."

(1 Mark)

(c) Your company, primarily into FMCG has witnessed a gradual decline in a consumer product over the last six months. Prepare the minutes of the meeting for the same. Members in the meeting: Head of the Sales and Marketing, Product Head, Product lead and few team members. (5 Marks)

Question 4

(a) (i) differentiate between wheel and spoke and Circuit Network ?

(2 Marks)

OR

(ii) According to you which are five most important characteristics of effective communication? (2 Marks)

(b) (i) Complete the expression by supplying a suitable degree of adjective. Choose your answer from the options given in brackets.

Money is important but it isn't the.....thing in life. (important) (1 Mark)

(ii) Rewrite the following sentence in Passive Voice

Do your work on time. (1 Mark)

(iii) Rewrite the following sentence in Active Voice.

Who were greeted by you at the party?. (1 Mark)

(c) Write an article-

Growing health problems in the youth today: Causes and Consequences.

Include words: lifestyle, lethargy, physical work, internet, obsession (5 Marks)

Question 5

(a) How do cultural barriers affect communication? Explain with examples of your own. (2 Marks)

(b) Select the correct meaning of idioms / phrases given below:

(i) Other fish to fry

(1) to make a good meal

(2) important work to do

(3) to cancel an appointment

(4) Making a big issue out of a small thing. (1 Mark)

(ii) A fair weather friend

(1) A friend only in good times

(2) to give medication

(3) To consult someone

(4) To be in deep thought.

(1 Mark)

(iii) Rewrite the following sentences in the active voice:

Is painting liked by Seema?

(1 Mark)

(c) You have opened a new catering company supplying food and snacks. As the owner, write a mail to an organization, telling about your services. You would be interested in supplying Food and Beverage to their employees, as part of a regular tiffin system. Mention prices and other necessary details.

(5 Marks)