

**Answer Starts
From Page 7**

BEGLA 136 - June 2025

No. of Printed Pages : 4

BEGLA-136

**B.A. GENERAL (BAG)/
B.A (VOCATIONAL STUDIES)
MICRO, SMALL AND MEDIUM
ENTERPRISES (BAVMSME)
Term-End Examination**

June, 2025

BEGLA-136 : ENGLISH AT THE WORKPLACE

Time : 3 Hours

Maximum Marks : 100

Note : All questions are compulsory.

1. Match the words in Column A with their meanings in Column B : 10x1=10

Column A

Column B

- | | |
|--------------------|--|
| (a) Empathy | (i) unintentionally. |
| (b) Static | (ii) ability to understand and respect differences in the backgrounds of people. |
| (c) Predictability | (iii) being sensitive to the feelings of others. |

BEGLA 136 - June 2025

- | | |
|-------------------------|--|
| (a) Credentials | (ii) not changing for a long time. |
| (b) Cultural competence | (ii) something that obstructs progress. |
| (c) Attributes | (iii) something that can be clearly perceived or felt. |
| (a) Inadvertently | (ii) evidence of one's abilities and experience. |
| (b) Brainstorming | (ii) degree to which something can be known in advance. |
| (c) PRoadblock | (iii) qualities or characteristics. |
| (c) Tangible | (iii) a meeting to discuss several ideas and collectively choose the best one. |

2. Make sentences using the following words : 5x2=10

- (a) Dynamic
- (b) Adaptability
- (c) Dedication
- (d) Overwhelming
- (e) Persuade

BEGLA 136 - June 2025

3. (a) Rewrite the following sentences as directed :

5x1=5

- (i) Gandhiji taught the world, the doctrine of non-violence. (Change into Passive Voice)
- (ii) A famous artist drew this portrait. (Change into Passive Voice)
- (iii) I bought dozen oranges. (Complete the sentence with the appropriate article)
- (iv) He reads 'Bhagvadgita' everyday. (Complete the sentence with the appropriate article)
- (v) Congo is the longest river in Central Africa. (Complete the sentence with the appropriate article)

(b) Fill in the blanks as indicated :

10x1=10

- (i) Think carefully before your new assignment. (Complete using gerund form of join)
- (ii) I think a line is (miss) in the letter. Please insert it. (Complete using the correct form of the word in bracket)

BEGLA 136 - June 2025

- (i) If you drink impure water, you
(fall) sick. (Use the correct form of the verb in bracket)
- (ii) This is the kind of music that I like to listen (Use the appropriate preposition)
- (iii) He was born a small village in Bengal. (Use the appropriate preposition)
- (iv) In spite of the bad weather, he
(pilot) the plane skillfully. (Use the correct form of the word in bracket)
- (iii) The applicant (must/need) include the names of two referees. (Fill in the blank choosing the correct word from the bracket)
- (iv) The team of doctors (conduct) a survey of patients, and then gave them the vaccination. (Use the correct form of the word in bracket)
- (iv) The recruiters were looking for someone has considerable experience in that field (who, whom, which).
(Fill in the blank choosing the correct word from the bracket)

BEGLA 136 - June 2025

(iv) I think you (should, must, ought) stop worrying and concentrate on your work.

4. Write short notes on any two of the following in around 150 words each : $2 \times 10 = 20$

(i) Establishing good relationship with customers

(ii) Work ethics and the workplace

(iii) Preparing for an interview

5. You have been asked to deliver a speech to a group of high school students on the topic : "Choosing the right career." Write out your speech (in around 150 words). 10

6. Write an official letter of application in response to an advertisement for the post of Analyst in a reputed firm. Your application should show how your skills and experience match the requirements of the job. 10

7. You will be attending an interview for the post of Research Officer in an institution that has a global presence. Write out six questions you expect to be asked and the answers you plan to give. 10

1. Match the words in Column A with their meanings in Column B :

Bachelorly.com

(i) Empathy – being sensitive to the feelings of others

(ii) Static – not changing for a long time

(iii) Predictability – degree to which something can be known in advance

(iv) Credentials – evidence of one's abilities and experience

Bachelorly.com

(v) Cultural competence – ability to understand and respect differences in the backgrounds of people

(vi) Attributes – qualities or characteristics

(vii) Inadvertently – unintentionally

(viii) Brainstorming – a meeting to discuss several ideas and collectively choose the best one

(ix) Roadblock – something that obstructs progress

(x) Tangible – something that can be clearly perceived or felt

2. Make sentences using the following words :

Bachelorly.com

(i) Dynamic – She is a dynamic leader who motivates her team to achieve ambitious goals.

(ii) Adaptability – Adaptability is essential for surviving in a fast-changing work environment.

(iii) Dedication – His dedication to the project ensured its successful completion on time.

(iv) Overwhelming – The response to the new product launch was overwhelming.

(v) Perceive – She perceived the re-accept.com

CLICK HERE

**Get BCA_NEW
1st Semester Solved
Question Paper**

3. (a) Rewrite the following sentences as directed :

(i) Gandhiji taught the world the doctrine of non-violence.

Answer: The world was taught the doctrine of non-violence by Gandhiji.

(ii) A famous artist drew this portrait.

Answer: This portrait was drawn by a famous artist.

Bachelorly.com

(iii) I bought dozen oranges.

Answer: I bought a dozen oranges.

(iv) He reads 'Bhagvadgita' everyday.

Answer: He reads the 'Bhagvadgita' every day.

(v) Congo is the longest river in Central Africa.

Answer: The Congo is the longest river in Central Africa.

3. (b) Fill in the blanks as indicated :

(i) Think carefully before joining your new assignment.

Bachelorly.com

(ii) I think a line is missing in the letter. Please insert it.

(iii) If you drink impure water, you will fall sick.

(iv) This is the kind of music that I like to listen to.

(v) He was born in a small village in Bengal.

(vi) In spite of the bad weather, he piloted the plane skillfully.

(vii) The applicant must include the names of two referees.

(viii) The team of doctors conducted a survey of patients and found that a large number of them were suffering from malaria.

(ix) The recruitment committee will give preference to those who have considerable experience in that field.

(x) I think you should be more careful in your work.

[CLICK HERE](#)

4. Write short notes on any two of the following (around 150 words each):

(i) Establishing Good Relationship with Customers

Establishing a good relationship with customers is essential for the long-term success of any organization. A strong customer relationship builds trust, loyalty, and repeat business. Effective communication plays a key role in this process. Businesses must listen carefully to customers' needs, respond promptly to their queries, and provide clear and accurate information. Politeness, empathy, and patience help create a positive impression and strengthen professional bonds.

Bachelorly.com

Understanding customer expectations and delivering quality products or services consistently enhances satisfaction. Handling complaints efficiently and resolving issues quickly also demonstrates responsibility and commitment. Maintaining transparency in pricing and policies further increases credibility. In addition, regular follow-ups and personalized services can make customers feel valued and respected. When organizations focus on customer

satisfaction and relationship-building, they not only retain existing clients but also attract new ones through positive word-of-mouth.

(ii) Work Ethics and the Workplace

Work ethics refer to the moral principles and professional standards that guide behavior in the workplace. Strong work ethics include honesty, responsibility, punctuality, dedication, and respect for colleagues. Employees who demonstrate integrity and accountability contribute positively to organizational culture and productivity.

Maintaining discipline, meeting deadlines, and performing tasks efficiently reflect professionalism. Ethical behavior includes following company policies, maintaining confidentiality, and avoiding misconduct such as harassment. Respecting diversity and treating colleagues fairly promote a positive work environment. Initiating continuous improvement and innovation drive organizational growth and success.

CLICK HERE

Organizations that promote strong work ethics create a culture of trust and cooperation. When employees adhere to ethical standards, it strengthens teamwork, improves morale, and ensures sustainable progress. Ultimately, work ethics form the foundation of a productive and harmonious workplace.

Bachelorly.com

(iii) Preparing for an Interview

Preparing for an interview is a crucial step toward securing employment. Proper preparation enhances confidence and increases the chances of success. The first step is to research the organization thoroughly, including its mission, values, products, and recent achievements. Understanding the job description helps candidates align their skills and experiences with the employer's expectations. Reviewing commonly asked interview questions and preparing thoughtful responses also improves performance.

Candidates should organize their documents, such as resumes, certificates, and portfolios, in advance. Dressing professionally and arriving on time create a positive first impression. Practicing clear and confident

communication is equally important, as interviews assess both knowledge and interpersonal skills. Body language, eye contact, and attentive listening reflect professionalism. Additionally, preparing a few relevant questions to ask the interviewer shows genuine interest in the role. Overall, careful preparation demonstrates seriousness, competence, and readiness for the responsibilities of the position.

Bachelorly.com

5. Write a speech (around 150 words) on the topic :

Good morning respected teachers and dear students, Today, I would like to speak on the topic “Choosing the Right Career.” Selecting the right career is one of the most important decisions in our lives. It shapes our future, determines our lifestyle, and influences our personal satisfaction. A wise career choice should be based not only on salary or social status but also on our interests, strengths, and values.

Bachelorly.com

Before making a decision, it is essential to understand our skills and passions. We should explore different fields, seek guidance from teachers and mentors, and

gather proper information about various career options. Setting clear goals and working consistently toward them increases our chances of success. At the same time, we must remain flexible and open to learning new skills in a changing world.

Choosing the right career requires careful thought, dedication, and self-awareness. When we follow our true interests with determination, we can build a successful and fulfilling future.

Thank you.

6. Official Letter of Application for the Post of Analyst

Get BCA_NEW

1st Semester Solved

The HR Manager

Question Paper

[Name of the Company]

[Company Address]

Dear Sir,

CLICK HERE

With reference to your advertisement for the post of

Analyst in your reputed firm, I wish to apply for the same. I am confident that my academic background, analytical abilities, and professional experience make me a suitable candidate for this position.

Bachelorly.com

I have completed my Bachelor's degree with a strong focus on research and data analysis. During my academic and professional journey, I have developed proficiency in data interpretation, report writing, and the use of analytical tools such as MS Excel and basic statistical software. I have experience in collecting, organizing, and evaluating data to generate meaningful insights that support strategic decision-making.

In my previous assignments, I assisted in preparing analytical reports, conducting market research, and presenting findings to senior management. My strong problem-solving skills, attention to detail, and ability to work under deadlines have enabled me to deliver accurate and timely results. I also possess effective communication skills, which help me explain complex information clearly.

Bachelorly.com

I am eager to contribute my analytical expertise and dedication to your esteemed organization. I have enclosed my CV for your kind consideration and would welcome the opportunity to attend an interview.

Thanking you.

Bachelorly.com

Yours sincerely,

Sourav Kumar

Phone: +91-9XXXXXXXXXX

Email: souravkumar@email.com

7. Interview Questions and Answers for the Post of Research Officer

1. What is your research experience?

I have conducted academic and project-based research involving data collection, analysis, and report preparation using both qualitative and quantitative methods.

Bachelorly.com

2. How do you ensure accuracy in your research?

I cross-check data sources, verify references, and use

reliable tools for analysis to maintain precision and credibility.

[Bachelorly.com](https://bachelorly.com)

3. How do you handle tight deadlines?

I prioritize tasks, create structured timelines, and focus on efficient time management to complete assignments on schedule.

4. How would you contribute to a globally active institution?

I can collaborate with diverse teams, respect cultural differences, and adapt my research approach to international standards.

Get BCA_NEW

5. What research tools are you familiar with?

I am familiar with Microsoft Office, databases, and basic statistical tools for data analysis and reporting.

**1st Semester Solved
Question Paper**

6. Why

I am committed to producing high-quality research that supports organizational goals and global impact.

CLICK HERE

8. Prepare the outline of a well-structured presentation on the topic:

“Importance of Good Communication Skills in the Workplace.”

Bachelorly.com

1. Introduction

- Greeting and introduction of the topic
- Definition of communication skills
- Brief explanation of workplace communication
- Importance in modern organizations

2. Types of Communication in the Workplace

- Verbal communication (meetings, discussions, presentations)
- Non-verbal communication (body language, facial expressions, tone)
- Written communication (emails, reports, memos)
- Digital communication (virtual meetings, messaging platforms)

Bachelorly.com

3. Importance of Good Communication Skills

- Enhances teamwork and collaboration
- Reduces misunderstandings and conflicts

- Improves productivity and efficiency
- Builds trust among employees and management
- Strengthens relationships with clients and stakeholders

[Bachelorly.com](https://www.bachelorly.com)

4. Role in Professional Growth

- Helps in clear expression of ideas
- Improves leadership and managerial abilities
- Essential for negotiations and decision-making
- Boosts confidence and credibility

5. Consequences of Poor Communication

- Workplace conflicts and confusion
- Errors in task execution
- Decreased morale and teamwork
- Negative impact on organizational reputation

6. Ways to Improve Communication Skills

- Active listening
- Practicing clarity and conciseness
- Seeking feedback
- Participating in training and workshops
- Developing emotional intelligence

[Bachelorly.com](https://www.bachelorly.com)

7. Conclusion

- Recap of key points
- Emphasize communication as a foundation of workplace success
- Encourage continuous improvement in communication skills

[Bachelorly.com](https://bachelorly.com)

This outline ensures a logical flow of ideas, covering definition, importance, challenges, and improvement strategies, making the presentation clear, informative, and well-structured.

**Get BCA_NEW
1st Semester Solved
Question Paper**

CLICK HERE