

MCA (Revised)
Term-End Examination
December, 2013

MCS-015 : COMMUNICATION SKILLS

Time : 2 hours

Maximum Marks : 50

Note : *Attempt all questions.*

1. **Read the following passage given below and answer the questions after it.**

Many aspects of the modern age began in Britain - railways, industry, seaside resorts, weekend holidays and organised sports. Of the latter, perhaps the most successful has been the game of association football, or soccer as it is now more widely known.

Different ideas have been put forward as to the earliest origins of the game. It seems likely that it began as a ritual battle between rival villages, the object of which was to win and keep possession of an inflated pig's bladder. The game has since evolved into one of great elegance and skill, and is not, as some might think, simply a matter of twenty-two men trying to kick a ball into a net.

Until the 1950s, when the players were mainly working men from the local community who held ordinary jobs by day and trained in the evenings for the Saturday match, the maximum

wage per game was fixed at a modest twenty pounds. However, those days are long gone, and now a days soccer is a major international business. Outstanding players enjoy the status of celebrities, and are transferred from club to club for multi-million pound fees.

Every Saturday, world-wide, millions of devoted supporters crowd through the gates of their local stadium to watch their heroes in action. Of course, there is nothing new in this, for in ancient Greece and Rome thousands filled the amphitheatres to watch games and contests. But why, one may ask, do so many football enthusiasts choose to risk the discomfort of crowds and bad weather when they could watch the big match live on television in the comfort of their own homes ? The answer, we are told, is that there is no substitute for the atmosphere of the stadium, where the roar of the crowd is medicine against the stresses of the working week for football fans around the globe.

- (a) Where do you think the sport in question originated ? What do you know about its beginnings ? 2
- (b) Choose the **correct** option : 1
The writer thinks that the sport in its initial stages was :
(i) rather crude
(ii) elegant
(iii) a man evoking emotions
- (c) Say whether the following statements are **True** (T) or **False** (F). 3
(i) The game's popularity is restricted to Britain.

- (ii) Soccer players have always been rich and famous.
- (iii) In the writer's opinion, it is better to watch the match on TV than go to the stadium.
- (d) Find words in the passage which mean the same as those given below : 2
- (i) replacement
 - (ii) developed
 - (iii) competing
 - (iv) loyal
- (e) Find words in the passage which mean the opposite of the following : 2
- (i) end
 - (ii) ordinary/common
 - (iii) ancient
 - (iv) local

2. Do as directed. 5

- (a) Fill in the blanks with the suitable form of the verb given in brackets :
Yesterday 15 flights _____ (had been coming, came) late because of the heavy rain.
- (b) Write a question to which the following may be an answer.
Only 6 members attended the meeting.
- (c) The secretary wrote the minutes of the meeting. (rewrite in the passive voice)
- (d) It is more easier to use the word processor than the type writer. (rewrite it correctly)
- (e) The prices of vegetables have gone up, (write a question tag)

3. As a librarian of a school you placed an order for 5 copies of Longman's Dictionary of Contemporary English with Messers Girdhari Lal and son. On delivery you found that in one of the copies 45 pages are missing, one copy is an old edition, the price of which is 20% lesser than the latest edition (as required by you). Write a letter of complaint to the concerned dealer asking him to make amends for the gross mistake. **10**
4. You are Nishant Bajaj, an M.Com, pursuing Chartered Accountancy. Write an application to Punjab Tractors for the post of Finance Manager. Enclose a C.V. along with the application. **10+5**
5. You are a receptionist in a bank. Construct a telephone conversation with a client who wants to seek information regarding the facilities for a car loan, the term and conditions, the time frame for repayment, the rate of interest, the optimum time required for the process. You must take 10 turns of the conversation **10**
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