



SHRIMATI INDIRA GANDHI COLLEGE

(Affiliated to Bharathidasan University)

Nationally Accredited at 'A' Grade (4th Cycle) by NAAC | An ISO 9001 : 2015 Certified Institution
Tiruchirappalli - 620 002

DEPARTMENT OF ENGLISH

ENGLISH FOR BPO (BUSINESS PROCESS OUTSOURCING)-22ASBEEN2

One Marks

1. **Communication** is the process of exchanging ideas, information, feelings, or thoughts between individuals.
2. The main elements of the communication process include: **Sender, Message, Channel, Receiver, Feedback, and Noise**.
3. Effective communication requires clarity, conciseness, and **feedback** to ensure the message is understood.
Barriers to effective communication can be **physical, psychological, language, or cultural**.
4. A **prefix** is a group of letters added at the beginning of a word to modify its meaning.
To improve vocabulary, one should read regularly, use a **dictionary**, and practice new words in context.
5. **Fluency** in language refers to the ability to express oneself easily and articulately.
The basic parts of speech in English grammar include **noun, verb, adjective, and adverb**.
6. An **official letter** typically includes the sender's address, date, recipient's address, salutation, body, and closing.
LSRW stands for **Listening, Speaking, Reading, and Writing** skills.
7. **Verbal communication** involves the use of words to convey messages, while **non-verbal communication** includes gestures, facial expressions, and body language.

8. Active **listening** requires full attention to the speaker, understanding their message, and providing feedback.
A **group discussion** is a collaborative exchange of ideas among individuals to reach a consensus or share perspectives.
9. **Self-presentation** involves showcasing one's abilities and qualities effectively, often through dynamic presentations.
BPO stands for Business Process Outsourcing, which involves contracting specific business tasks to third-party service providers.
10. Benefits of BPO include cost reduction, access to specialized skills, and increased operational efficiency.
BPO models can be categorized as **offshore**, **nearshore**, or **onshore** based on the location of the service provider.
11. Types of BPO vendors include **transactional providers**, **niche providers**, and **comprehensive providers**.
12. Some prominent BPO companies in India are **TCS**, **Infosys**, and **Wipro**.
13. In MS Word, the **AutoCorrect** feature automatically corrects common spelling and typing errors.
The **Spelling and Grammar** tool in MS Word helps identify and correct grammatical mistakes in a document.
14. **Mail Merge** in MS Word allows users to create multiple documents, such as letters or labels, using data from an Excel spreadsheet.
In MS Excel, you can create and edit spreadsheets that perform calculations and data analysis.
15. The **AutoText** feature in MS Word enables users to insert predefined text blocks quickly into a document.

2 Marks

1. Define communication.
2. State three barriers to effective communication.
3. What does LSRW stand for?
4. What is BPO?
5. What is AutoCorrect in MS Word?
6. Describe the listening process and key aspects of group discussion (5 marks)
7. Define BPO, its benefits, and types/models (5 marks)
8. Explain key MS Word features (AutoText, AutoCorrect, Spelling & Grammar, Mail Merge)
9. Describe MS Excel's role in documentation and collaboration with Word

5 Marks

1. Define communication and describe its main features (5 marks)
2. Explain the stages of the communication process and list common barriers (5 marks)
3. Explain how to improve vocabulary and develop fluency (5 marks)
4. Describe basic grammar rules and formal letter structure (5 marks)
5. Explain the importance of LSRW and differentiate verbal vs non-verbal communication.

15 Marks

1. *Explain the communication process and its key elements, highlighting common barriers and how to overcome them.*
2. *Discuss how one can improve vocabulary and fluency, and explain key grammar rules useful in business communication.*
3. *Elaborate on LSRW skills and differentiate between verbal and non-verbal communication with real-world examples.*
4. *Discuss the concept of BPO, its benefits, models, and significance in the Indian context.*
5. *Explain how MS Word and Excel features—such as AutoCorrect, AutoText, Spelling & Grammar, and Mail Merge—enhance professional documentation.*