Course Code	**:**	**BEGLA-136**
Course Title	**:**	**English at Work Place**
Assignment Number	**:**	**BCA_NEW/BCAOL(I)136/Assign/2026-27**
Maximum Marks	**:**	**100**
Last Dates for Submission	**:**	**31st October, 2026 (For July 2026 Session)**
	:	**30th April, 2027 (For January 2027 Session)**

SECTION A

Write short notes in about 150 words on each of the following:

(5×4=20 Marks)

a. How can online job portals and professional networking platforms help a person find suitable employment?
b. Discuss the importance of punctuality at the workplace.
c. Why is active listening important while dealing with customers and colleagues?
d. Discuss the basic rules of professional communication during virtual meetings.

SECTION B

Attempt all the questions.

(5×10=50 Marks)

Q1: Prepare ten interview questions and suitable answers for the position of Customer-Service Executive.

Q2: You are unable to complete a report because another department has not provided the required information. Write an email to your team leader explaining the delay and requesting assistance.

Q3: A customer has received a damaged product and is unhappy because an earlier complaint was ignored. Write a dialogue of at least ten exchanges between the customer and a customer-service executive.

Q4: Prepare a short presentation on "Maintaining a Healthy Work–Life Balance."

Q5: Write an application for the post of Office Assistant, highlighting your qualifications and skills.

SECTION C

(15×2=30 Marks)

Attempt all the questions.

Q1: Prepare a résumé for a job of your choice. Include your educational qualifications, skills, experience and achievements.

Q2: Discuss the importance of work ethics in creating a healthy and productive workplace by giving suitable examples.

a. How can online job portals and professional networking platforms help a person find suitable employment?

Answer

Online job portals and professional networking platforms make job searching more organised, accessible and targeted. Websites such as Naukri, Indeed and LinkedIn bring together vacancies from many employers. Instead of visiting offices individually, a job seeker can search by designation, location, salary range, qualification, experience level and type of work. These filters save time and help applicants identify positions that match their interests and abilities.

A well-written online profile works like a digital résumé. It can display educational qualifications, technical skills, projects, internships and achievements. Many portals allow applicants to upload a résumé, apply directly and receive notifications when suitable vacancies appear. Job alerts are particularly helpful for fresh graduates because they can respond promptly to new opportunities. Applicants can also compare job descriptions and identify skills that employers frequently demand, such as communication, spreadsheet knowledge or customer handling.

Professional networks offer an additional advantage: they connect applicants with recruiters, alumni, colleagues and industry professionals. By following organisations, participating in relevant discussions and sharing genuine work or certificates, a person can build professional visibility. Referrals and career advice from trusted contacts may lead to opportunities that are not widely advertised. Company pages also help applicants understand an employer’s work culture before applying.

However, job seekers must check that advertisements are genuine, avoid paying suspicious recruitment fees and protect sensitive personal information. They should customise each application rather than send the same résumé everywhere. When used responsibly, these platforms support both finding vacancies and developing the professional relationships needed for a long-term career.

For instance, a BCA graduate looking for an entry-level support job can set an alert for customer-service or IT-helpdesk vacancies, follow companies that recruit graduates, and ask alumni for information about the hiring process. Maintaining an updated profile and practising for interviews turn online searching into a planned employment strategy rather than random applications.