

BEGLA 136

ENGLISH AT WORKPLACE

IMPORTANT QUESTIONS FOR EXAM

Part 2

ACTIVE AND PASSIVE VOICE

Complete Active and Passive Voice for Exam.

Active Voice : यदि किसी वाक्य का कर्ता क्रिया का संपादन करता हो, तो उस वाक्य में प्रयुक्त Verb को Active Voice में होना समझा जाता है ।

Passive Voice: यदि किसी वाक्य का करता सक्रिय नहीं हो, क्रिया का संपादन नहीं करता हो बल्कि क्रिया इस पर संपादित होती हो, तो प्रयुक्त Verb को Passive Voice में होना समझा जाता है ।

राम पढ़ता है । Ram teaches.

राम को पढ़ाया जाता है । Ram is taught.

.....

Change the voice of the sentences given below.

My pen has been stolen.

.....

You will be taught by this girl.

.....

A radio was being repaired by my brother.

.....

The snake was killed by two boys.

.....

The window has been broken by the boys.

.....

Shyam is being beaten by Ram.

.....

Fill the appropriate articles and the following sentences.

- That isox.
- I am student.
- Ram ishonest editor.
-moon is beautiful.
-earth is round.
-Ramayan issacred book.
- That is Elephant.
- He isman
- You are not intelligent student.

- He is not good artist.

SHORT NOTES

Workplace etiquette refers to the expected behaviours that help create a professional and respectful work environment. It involves being on time for work and meetings, which shows respect for others' time. Treating co-workers with kindness, listening to them, and communicating clearly using polite language helps build good relationships. Dressing appropriately for the office is also important, as it shows professionalism. Teamwork is key, so being cooperative and supportive of colleagues strengthens the group dynamic. Maintaining confidentiality by keeping sensitive information private is crucial for trust. A positive attitude and willingness to help others make the workplace more enjoyable, while using technology responsibly—like avoiding excessive phone or computer use—ensures focus on work. Overall, practicing good workplace etiquette contributes to a productive and harmonious office environment.

Essentials of Good Customer Service

Good customer service is about treating customers well and meeting their needs. It starts with being **polite and respectful**, so customers feel valued. **Clear communication** is important, making sure customers understand everything. Customers like **quick and efficient service**, so responding fast is key. **Listening carefully** to what customers want helps solve their problems. **Personalized service**, where you focus on the customer's needs, makes them feel special. **Solving problems quickly** and offering follow-up shows you care. A **positive attitude** helps even in tough situations, leaving customers happy. Finally, **consistent service** helps build trust and loyalty over time. Good customer service creates happy customers and strong relationships.

Work Ethics

Work ethics are the values that guide how we act at work. It starts with being **on time**, which shows respect for others. **Working hard** and doing your best is important for success. **Honesty** is also key—being truthful helps build trust with your team. **Taking responsibility** means owning up to your tasks and actions. **Respecting others** at work, like listening and being kind, helps create a good environment. **Teamwork** is important too, as working well with others leads to better results. Lastly, having a **positive attitude** helps you stay motivated and handle challenges. Good work ethics help you do well in your job and build a strong reputation.