

Subject : Enhancing Personal & Professional Skills - I

Day : Monday
Date : 19/12/2016



Time : 10.00 AM TO 1.00 PM
Max Marks : 80 Total Pages : 1

N.B.:

- 1) Attempt **ANY FIVE** questions from Section – **I**. Each question carries **10** marks.
 - 2) Attempt **ANY TWO** questions from Section –**II**. Each question carries **15** marks.
 - 3) Answers to both the sections should be written in the **SAME** answer book.
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SECTION – I

- Q.1** Discuss Listening process. Why is effective listening an important skill?
- Q.2** Discuss the importance of body language in communication with suitable example.
- Q.3** What is fear psychosis? Write down the methods of overcoming stage fright during public speaking.
- Q.4** Discuss the various equipments that can assist in office automation.
- Q.5** Describe various modes of written communication with their merits and demerits
- Q.6** Explain the role of voice clarity and modulation in effective communication.
- Q.7** Write short notes:
- a) Hearing Vs Listening
 - b) Public Speaking Skills

SECTION - II

- Q.8** As the Branch Management, write a letter to the Head Office asking for larger premises and more staff. Make the necessary assumptions.
- Q.9** Write a memo warning an employee who has been making personal telephone calls and Xerox as an everyday habit during office hours.
- Q.10** ABC Company is in the field of supply of computer equipments and peripherals. It has been approached by a start up MNC for supply of computer equipments and peripherals. Prepare a quotation by making the necessary assumptions.

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