

BACHELOR OF VOCATION
Management Financial Services
Subject: Communication Skills
Subject Code: GBSE-101
Semester: First
January 2021
Theory (External): 70 Marks
Time: 03 Hours

Instructions to the Students

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number											

SECTION -A (SHORT/OBJECTIVE TYPE QUESTIONS)

(10x2=20 Marks)

A. Choose the answer that names the part of speech of the **capitalized word** in the following sentence:

Farmers had **VERY** poor crops this year.

- a) Adjective
- b) Pronoun
- c) Verb
- d) Adverb

B. Fill in the blanks with correct articles:

Rishi wants to become ----- engineer.

- a) a
- b) an
- c) the
- d) no article

C. One of my sisters _____ going on a trip to France.

- a) is
- b) are
- b) on
- d) in

D. Choose the correct verb form from those in brackets:

Manjula _____ to be a doctor. (wants, wanting, is wanting)

E. Do you believe _____ god?

- a) by
- b) in
- c) of
- d) about

F. Write question tag for the following sentence-

She is from a small town in Haryana.

G. Choose the right word:

Kaushiki returned to the _____ of the accident.

- a) scene
- b) seen
- c) sent
- d) cent



H. Select the most appropriate antonym of the word **PALE** –

- a) Radiant
- b) bleached
- c) waxen
- d) feeble

I. Choose the word which conveys the closest **SIMILAR** meaning for the word **-Sacrosanct**

- a) hallowed
- b) profane
- c) hope
- d) revered

J. Translate the following sentence in English-

विकास कोलकाता में रहता है।

- a) Vikas live in Kolkata
- b) Vikas live at Kolkata
- c) Vikas living to Kolkata
- d) Vikas lives in Kolkata

SECTION –B (ESSAY TYPE QUESTIONS)
(5x10=50 Marks)

1. You ordered a shirt from online shopping portal – Amazon. The shirt was found to be defective and when you tried to return it, the return got cancelled due to some technical issues. Write a proper conversation between you and customer care representative of Amazon regarding your issue.
2. Dress and appearance play a vital role in a workplace. Explain.
3. Write a descriptive paragraph on “Winters”.
4. You are Bhavya. Draft a formal email to Mr Deepak Dharmani explaining the reason for delay in dispatching the order and updating him the new date of submission.
5. Explain the Dos and Don'ts while communicating effectively over the telephone with an angry client. What role does assertive behaviour plays in dealing with such a client.
6. Define the call flow. Explain the call flow process with a diagram. Why is call flow important?
7. What role does feedback play in improving communication skills? Explain.
8. How do emotional intelligence and effective interpersonal skills help in handling different types of customers?

*******END OF PAPER*******

