

**BACHELOR OF VOCATION**  
**Management-BPM and Analytics**  
**Subject: IT/ITeS (Workbook)**  
**Subject Code: GBGE103**  
**Semester: First**  
**January 2021**  
**Theory (External): 70 Marks**  
**Time: 03 Hours**

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**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**

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**SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)**

**(10x2=20 Marks)**

- A. What does ITES comprise of?
- B. You have met your teacher after a long time. The last time you saw her was in school. How would you greet her?
- C. “An employee shouldn’t draft a leave application before going on long leave.” – True/False? State why.
- D. Select the right word from the options given.  
I would be extremely grateful if my leave is (sanctioned/ passed).
- E. Communication is a part of \_\_\_\_\_ skills.
- a) Soft
  - b) hard
  - c) rough
  - d) short

**Choose the option which define the words in bold or share meaning with them.(F-G)**

F. It is easy to write a leave application.

- (a) difficult
- (b) a tough job
- (c) not difficult

G. I have to attend my brother’s meeting in Jamshedpur.

- (a) to be present at
- (b) to be absent at
- (c) to not go to

**Fill in the blanks of the given sentences with the correct pronouns.**

- H. Anshuman had to leave for home early as his sister was not well. My boss not only gave \_\_\_\_\_ (him / his) permission to leave early, but also asked \_\_\_\_\_ (he / his) driver to drop Anshuman home.
- I. \_\_\_\_\_ Company employs fewer workers than \_\_\_\_\_. (my-yours, yours mine)

**What would you do in order to be a good team player in the following situations? (J)**

- J. A colleague of yours wants your help in completing a project. You say:
- (a) I am busy; however, I suppose I could help you a little.
- (b) I am busy and I can't help you at all.

**SECTION-B (ESSAY TYPE QUESTIONS)**  
**(5X10 = 50 Marks)**

1. (a) A customer is looking for a product in your showroom, which is out of stock. The customer asks you whether he could get the product in some other showroom. You know where the customer could get the item. How would the entire conversation go?  
(b) How are reading and speaking skills important for employees?
2. (a) Your company specializes in baby powder and has lots of stocks left over. You have been assigned to clear the stock. How would you plan for it?  
(b) Explain the steps and importance of Product Promotion.

3. (a) What do you mean by Information Technology?  
(b) Discuss the role of communication skills in business.
4. (a) Explain the importance of preparing daily and weekly work plan.  
(b) Write a note on different complaint handling mechanisms and their advantages.
5. (a) Explain the various characteristics of Customer Service Representative.  
(b) What is a leave application? Explain format of a leave application letter step-by-step.
6. (a) What do you mean by User Manual? Explain the guidelines that should be observed for preparing User Manual.  
(b) Explain various steps involved in customer service report writing.
7. Write short note on the following:
  - a) Define Macro. Write various steps to create and run a macro.
  - b) Steps for Adding Hyperlink
  - c) Mail Merge
  - d) Creating Template
8. Discuss the following briefly:
  - a) Dressing and Hygiene
  - b) Narrating a story

**==END OF PAPER==**