

B.Voc. BPM and Analytics
Subject: Soft Skills
Subject Code: GBGE106
Semester: 2nd (Regular)
Batch: 2018-21
Theory (External): 35 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 1 mark.
3. **Section B** comprises 8 essay type questions out of which students need to do any 5. Each question carries 5 mark.
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 (OBJECTIVE TYPE QUESTIONS)

(10x1=10 Marks)

Answer the following very short questions in one sentence:

- Q1 Active listening
- Q2 Communication
- Q3 Feedback
- Q4 Opening a service call
- Q5 Importance of dressing appropriately
- Q6 Scheduling a business meeting
- Q7 Empathy
- Q8 Importance of paraphrasing
- Q9 Emotional Intelligence
- Q10 Grabbing attention

SECTION –B (ESSAY TYPE QUESTIONS)

(5x5=25 Marks)

- Q1 What are soft skills? Are soft skills inherited or a person can be trained in soft skills? Discuss the various ingredients of soft skills.
- Q2 What do you understand by non-verbal communication? Discuss the importance of non-verbal communication in communication process.
- Q3 What are the things that should be kept in mind while talking to an irate customer?
- Q4 Discuss the different challenges that are posed by inter-cultural communication?
- Q5 Discuss the dos and don't's of telephone etiquettes.
- Q6 What do you understand by effective listening skills? Discuss the various barriers that affect listening.
- Q7 Discuss the importance of character building. How does character affects the professional skills?
- Q8 Discuss every customer is different from the other and how different skills are needed in dealing with them?

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