

2112M072

BACHELOR OF VOCATION
Management Financial Services
Subject: Communication Skills
Subject Code: ENG501
Semester: First
December 2021
Theory (External): 70 Marks
Time: 03 Hours

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been virtuous on earth, you will attain heaven. But just as the pleasures of this earth pass, so do the pleasures of heaven. As long as one has a fund of merits one can enjoy these pleasure, but the moment one's merits are spent one must leave heaven and reborn. One who has committed many sins will suffer in hell. But once he has undergone the consequences of his bad actions, he is reborn. We reap the consequences of our actions that are governed by the law of Karma. There are two things one must remember all times – God and death. Those who remember God constantly in this way will attain the state of Godhead at the time of death and will have no fear of death.

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

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. Psychological Barriers to listening.
- B. He ____ (sit) in the library at present.
- C. One Hundred Rupees ____ a big amount. (be)
- D. Differentiate between the two words by using the in sentences of your own: rain, reign.
- E. Importance of dressing appropriately.
- F. He studies ____ night. (Preposition)
- G. Heaven (Provide Synonym)
- H. He is ____ great artist. (Article)
- I. I met ____ University Student. (Article)
- J. I ____ (live) here since 1984.

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

1. Define Emotional Intelligence. Why do you think emotional intelligence is important for a professional?
2. Write note on opening and closing a customer call.
3. A professional comes across many kinds of customers. How would you handle an angry customer?
4. Write a descriptive paragraph on your hostel room.
5. You are Abhinav. Write an email to M.D. of Infosys Technologies requesting him to consider your application for the post of system analyst.
6. Write an elaborate note on Non-verbal communication.
7. Complete the following sentences:
a) Billiards ____ a game of rich. (be)
b) Some of the boys ____ fallen sick. (has)
c) Either you or he ____ to pay for this. (has)
d) He is ____ tallest boy in the class. (Article)
e) don't lean ____ the wall. (Preposition)
8. Make a précis of the following passage.
We cling to wealth, we cling to the mind, but in the end, none of these matters: they leave us when we die. We fear death for no good reason. We are going to die anyway, so why not accept it with courage? When a person is about to die, all his actions – good or bad, virtuous or sinful – appear as images before him. If you have