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Course: Diploma, Program: English Language/ German Language
Subject: Employability Skills, Code: ENG-507
Semester: I

Time: 03 Hours**Max Marks: 70****Instructions to the Students:**

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of short answer type. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 long answer type questions out of which students must attempt any 5. Each question carries 10 marks.
4. Do not write anything on the question paper.

Q. No.	SECTION –A (SHORT ANSWER TYPE QUESTIONS)	Marks
1. a.	What is emotional intelligence?	(2)
	b. Define soft skills.	(2)
	c. Write the full form of SWOT.	(2)
	d. What is a “perfectionist” type of personality?	(2)
	e. Define assertive behavior.	(2)
	f. What is a “win-win” situation?	(2)
	g. What is group discussion?	(2)
	h. What is a resume?	(2)
	i. Define the behavior of an angry customer.	(2)
	j. What is call flow?	(2)
	SECTION –B (LONG ANSWER TYPE QUESTIONS)	
2.	Soft skills are very important in the professional world. Why?	(10)
3.	Explain the process of goal setting. What are the barriers to goal setting?	(10)

4. What are various types of personality? (10)
5. What is team intelligence? Why is it so important in the modern-day professional world? (10)
6. Write an application for the post of translator to the HR Manager of The Times of India. (10)
7. What are the various types of customers? What are effective ways of dealing with them? (10)
8. Define culture. What are the different elements of culture? (10)
9. Define interview. How shall one prepare effectively for the interviews? (10)

===END OF PAPER===