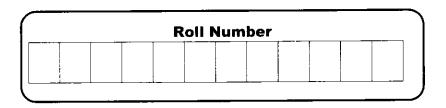
BACHELOR OF VOCATION Financial Services Subject: Communication Skills Subject Code: GBSE-101 Semester: First December 2019 Theory (External): 70 Marks Time: 03 hours

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.
- 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



Page 1 of 3

SECTION -A (OBJECTIVE TYPE QUESTIONS)

(10x2=20 Marks)

- A. Bring out the importance of good communication skills in the field of Technology.
- B. Define character building.
- C. Give the basics of Email etiquette.
- D. What are the challenges in intercultural communication?
- E. What are the benefits of effective team work?

Fill the following with articles

- F. My cousin is ----- doctor.
- G. Picasso was -----artist.

Use Prepositions

- H. I prefer to read -----the library.
- I. Her shift finished-----7pm
- J. We will not leave-----3pm

Page 2 of 3

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

- 1. Define Assertive behaviour. Why is assertiveness important in the workplace?
- Body language and appearance play a vital role in a workplace. How Explain.
- 3. Write a descriptive paragraph on sunset.
- 4. You are ISHAN/ISHITA. Draft a formal Email to Mr Bhatt explaining the reason for delay in sending the documents and updating him the new date of submission.
- 5. Explain the Dos and Don'ts while communicating effectively over the telephone with an overseas client.
- Define the call flow. Explain the call flow process with a diagram. Why is call flow important?
- How will you open and close a customer service call communicating effectively? Explain.
- 8. How do good effective listening skills help in handling different types of customers? How can these skills help in handling an angry customer?

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

Page 3 of 3