

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.
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 (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

SECTION –B (ESSAY TYPE QUESTIONS)

(5x10=50 Marks)

1. Define Assertive behaviour. Why is assertiveness important in the workplace?
2. 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.
6. Define the call flow. Explain the call flow process with a diagram. Why is call flow important?
7. 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*******