

2202M010

BACHELOR OF VOCATION
Management BPM and Analytics
Subject: IT/ITeS (Workbook)
Subject Code: AEC501
Semester: First
February 2022
Theory (External): 70 Marks
Time: 03 Hours

- Q5 a) You work for Samsung Electronics that makes computers and smartphones and TVs. You are at your store, when customers start walking in. What are the five different ways you can greet a customer?
b) What are Effective Listening Skills? Explain.
- Q6 a) What are Templates? Explain the procedure to create a template.
b) How will you link word document to data in worksheet.
- Q7 a) Explain the procedure to design envelopes for letters.
b) What is Macro? How will you create a macro to Insert your company logo and name in a particular typeface.
- Q8 Write Short notes on:
a) Dressing & hygiene
b) Complaint handling
c) Product promotion
d) Mail Merge

*****END OF THE 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

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SECTION -A (SHORT/OBJECTIVE TYPE QUESTIONS)
(10x2=20 Marks)

Very Short answers type (All the questions are compulsory)

- A What does ITES stand for
- B Macro option is available in _____ dropdown menu
- C _____ are summaries of data from a database such as a spreadsheet.
- D "Besides the primary goal of a user manual (to assist a user), secondary goals could be creating a better user experience and meeting legal requirements." - True/False? State why

Choose the option which define the words in bold or share meaning with them.(E-F)

- E A leave letter is one where you request leave.
a) Ask for
b) Demand
c) Refuse
- F It should have a subject.
a) A statement which shortens the letter
b) A statement which states the topic of the letter
c) A statement which is an example of the letter

What would you do in order to be a good team player in the following situations?.(G)

- G How would you handle it if your team resisted a new idea you introduced?
a) Show frustration
b) You'd work on understanding the reasoning behind your team's resistance..

Fill in the blanks with the correct option given:

- H An _____(invention/inventor) is an individual or group able to generate an idea for a new or improved device, product or process. The idea must then be transformed into concrete information in the form of a description, sketch or model.
An _____(invention/inventor) is an idea, concept or design for a new or improved device, product or process that is available as concrete information in the form of a description, sketch or model.
- I "Bon jour" _____ what the French _____ to greet someone.
a) is, says
b) are, say
c) is, say
- J What will be your answer if someone says "Glad to see you"?

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

- Q1 a) How will you describe your previous job in an interview?
b) Write a leave application for a period of five days for brother's marriage.
- Q2 a) What skills do you think customer service representative needs?
b) Who is a customer service representative? Explain
- Q3 a) What do you understand by closing a deal?
b) How will you write customer service report? Explain using example.
- Q4 a) How has computer technology made things easier? Give an example.
b) How important are communication skills when communicating in a professional environment?