

- 6/5
7. Discuss the following briefly:
- Greeting Others
 - Narrating a story
8. Fill in the blanks with the options given below:
- your reasons for taking the leave
 - The letter should start
 - you can write down the salutation
 - Thanks a lot
 - the top left corner
 - you can write the body of your leave application
 - write the subject after that
 - designation of the person
- A: I don't know how to write a leave application.
 B: I do. Would you like me to teach you?
 A: Yes, that will be great!
 B: Okay. _____ with the date. Write down the date on _____.
 A: Okay. What should I write after date?
 B: The _____ you are writing the leave application to.
 A: Right! And I suppose we have to _____.
 B: Correct! After that, _____.
 A: And the salutation is usually followed by the subject, isn't it?
 B: Yes. Then, _____.
 A: What should I write in that? B: You can state how many days' leave you want to request as well as _____.
 A: Okay. And what comes after the body?
 B: After the body of the letter, you can give the leave-taking. And that's how you write a leave application.
 A: _____!

END OF PAPER

BACHELOR OF VOCATION
Management BPM and Analytics
Subject: IT/ITeS (Workbook)
Subject Code: AEC501
Semester: First
December 2021
Theory (External): 70 Marks
Time: 03 hours

Instructions to the Students

- This Question paper consists of two Sections. All sections are compulsory.
- 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.
- Read the questions carefully and write the answers in the answer sheets provided.
- Do not write anything on the question paper.
- 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)

- A. Which enables us to send the same letter to different persons?
a) Macros
b) Template
c) Mail Merge
d) None of the above
- B. Communication means----- information, feeling and thoughts, with others.
a) To receive.
b) Exchange of.
c) Conveying.
d) All the above.
- C. You cannot create hyperlinks in MS Word. – True/False? State why.
- D. Select the right word from the options given.
I have been working with this organization for the past six years and my leave record is very (good/perfect).
- E. Choose the appropriate conjunction / connector.
My main job is that of a Team Leader, _____ I also answer calls sometimes. (but, yet, so)

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

- F. I would be extremely happy if my leave is sanctioned.
a) Refused
b) Allowed
c) Not allowed
- G. I have to attend my brother's marriage in Delhi.
a) to be present at
b) to be absent at
c) to not go to

Fill in the blanks of the given sentences with the correct pronouns.

- H. Working as a team helps _____ do our work faster and better. (we, us, ourselves)
- I. Would you like _____ to help you? (me, I, myself)

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

- J. You and your colleagues are given the same task. You say:
a) I think we can work together on the task as a team.
b) You do the work your own way.

SECTION-B (ESSAY TYPE QUESTIONS)
(5X10 = 50 Marks)

- (a) What is the job description of a Customer Service Representative?
(b) What is a work plan? Why do you need one?
- (a) What do you think is Hygiene?
(b) What is your idea of a well dressed person? Write yours ideas.
- (a) How would you describe good/effective communication?
(b) How do you define a complaint? Write different ways of handling a complaint.
- (a) Describe the use of mail-merge feature of word processor software.
(b) What is Hyperlink? What are its uses?
- (a) What is the purpose of User Manual? What kind of products has User Manual?
(b) Explain various steps involved during stock counting.
- Write short note on the following:
a) Information Technology
b) The ITES Industry