

SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)
(10x1=10 Marks)

- A. How can empathy help in better communication?
- B. What is customer satisfaction in BPO?
- C. What do you understand by 'child ego state'?
- D. Give two examples of situations in which chronemics is used as a mode of communication.
- E. What are the qualities required for a person to be emotionally intelligent?
- F. Write a note on 'Assertiveness'.
- G. What is an agenda? Who prepares it?
- H. If a customer gets angry, what will you do?
- I. What is inter-cultural communication?
- J. Mention any three important skills for team work.

SECTION –B (ESSAY TYPE QUESTIONS)
(5x5=25 Marks)

1. "Courteous treatment will make a customer a walking advertisement."—James Cash, Founder, JC Penney. Do you agree? Explain the various tips to handle customers in the light of this statement.
2. "Soft skills can make or break your career". How do you think will soft skills make a difference for BPM employees?
3. What are the essentials of a good feedback? How can you receive feedback effectively?
4. How will you report a business meeting on deciding on the lockdown of the premises in wake of the existing pandemic, COVID 19?
5. If everyone is moving forward together, then success takes care of itself.
- Henry Ford. As a team member, what can you do to ensure success for your team?
6. Explain the different features, pros and cons of verbal communication.
7. Write notes on a. Building Rapport b. Building character
8. How is active listening important for communication? How does it help in opening and closing a customer service call? Give examples.

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