

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

1. How BPO call centers help companies to become customer oriented and how they help them in building winning relationships with their customers?
2. Write a detailed note on the soft skills and how they can be used in the work place?
3. Differentiate between verbal and nonverbal communication and write a note on the role played by them in the world of business.
4. Write a detailed note on workplace communication and also discuss the importance of ego and role play in workplace communication.
5. Write a detailed note on the protocols that must be followed while handling different type of customers.
6. Discuss the fundamentals of emotional intelligence along with its significance in detail.
7. What kind of skills should be inculcated by a customer care executive to run the business properly? Write a detailed note.
8. Discuss the importance of dressing sense and outward appearance in the corporate world.

====END OF PAPER====

2207M026

BACHELOR OF VOCATION
Management-BPM and Analytics
Subject: Soft Skills
Subject Code: ENG-502
Semester: Second
July 2022
Theory (External): 35 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 1 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 5 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)
(10x1=10 Marks)

- A. Which of the following is not part of active listening? .
- a) Look the speaker in the eyes
 - b) Stop any mental chatter
 - c) Start preparing your response while the other person is talking
 - d) Make sure your environment does not distract you
- B. By listening with, you help the individual vent the emotions that prevent a calm, clear-headed approach to the subject.
- a) Empathy
 - b) Indifference
 - c) Disdain
 - d) Apathy
- C. Which of the following is the first step of communication?
- a) Receiving
 - b) Decoding
 - c) Remembering
 - d) Evaluating
- D. Nonverbal communication is theprocess of sending and receiving information, both intentionally and unintentionally, without using written or spoken language.
- a) Personal
 - b) Practical
 - c) Interpersonal
 - d) Intrapersonal
- E. Emotional Intelligence is a combination of emotional andthat is widely considered to be a vital characteristic of successful managers and leaders.
- a) Professional skills
 - b) Personal skills
 - c) Intrapersonal skills
 - d) Social skills

- F. Much ofworkplace communication will occur during in-person or online meetings, so worker's ability to contribute to the company—and to be recognized for his/her contributions—will depend to a large degree on his/her
- a) Personal integrity
 - b) Meeting skills
 - c) Personality
 - d) Dressing sense
- G. According to research by Linda Babcock of Carnegie Mellon University, both men and women tend to accept assertiveness as a positive quality in men and a in women.
- a) Positive quality
 - b) Neutral quality
 - c) Essential quality
 - d) Negative quality
- H.helps you maintain consistent tone, present information using vocabulary more familiar to your audience.
- a) Quoting
 - b) Paraphrasing
 - c) Summarizing
 - d) Precis writing
- I. While dealing with an angry customer one of the following should be avoided.
- a) abusive language
 - b) Provide accurate information
 - c) Scold the customer for making false claim
 - d) Consult your company's legal advisers
- J. The interviewers do not have objection to which of the following attributes.
- a) Poor personal appearance
 - b) Poor family background
 - c) Appearance of being nervous
 - d) Lack of social skills