

## Certificate in Communication Skills

Term End Examination

December 2016

CCS-04: Soft Skills

Time: 3 Hours

Maximum Marks: 100

(Weightage: 75%)

**Note: (i) There are three sections A, B and C.**

**(ii) Attempt three questions from Section A, three questions from Section B and two short questions from Question 10 under Section C.**

**Figures on the right hand margin indicate marks.**

### Section-A

Answer any three questions.

[20X3=60]

1. A friend of yours is interested to apply for the job of an assistant in a government office. Write a covering letter and an application for him and help him prepare a resume to apply for the job.
2. What are the salient features of successful group discussions? How would you prepare yourself for a group discussion?
3. What are the skills required to face an interview? Develop an imaginary interview between yourself and the HR manager of a famous company for the job of a Manager.
4. How does non-verbal communicate complement verbal communication? In what ways it is similar to or different from verbal communication?

### Section B

Answer any three questions in about 250 words.

[10X3=30]

5. Which factors should we take into consideration while looking for a job?
6. Why is time management important for success in every walk of life? Explain with examples from real life situations.
7. Write an e-mail to your friend telling him/her about your experience at a Placement Drive organized by your institution or University.
8. Interpersonal communication skills are essential to build good societies and good offices. Do you agree? Give reasons for your answer.

## Section C

9. Write short notes on any two of the following.

[5X2=10]

- (a) Presentation Strategies
- (b) Telephonic communication
- (c) Importance of Teamwork in an office