

( 4 )

(b) “A resume is a persuasive summary of one’s qualification for employment.” Examine the statement and write your resume for the position of HR manager in private bank.

(c) “A manager should be good presenter to represent his company successfully in global market.” Analyze the statement.

★ ★ ★

Total No. of Questions : 4]

[Total No. of Printed Pages : 4

Course Code  
**DOM – 04**

**Term End Examination - December, 2019**

COMMUNICATION AND SOFT SKILLS

Diploma in Office Management (DOM)

Time : 3 hours

Full Marks : 100

*The figures in the right-hand margin indicate marks*

Answer **all** Groups as directed

Group—A

1. Answer *all* the questions, each within 1 word or 1 sentence : 1×10=10

(a) What do you mean by ‘Soft Skill’?

(b) Who said “Communication is the art of being understood”?

(c) What is downward communication?

(d) What is horizontal communication?

(e) What do mean by ‘Grapevine’?

(f) What do you mean by Paralanguage?

( 2 )

- (g) What is proofreading?
- (h) What is 'Visual aid' in presentation?
- (i) What do you understand by a channel?
- (j) What is Kinesics?

Group—B

2. Answer any *four* questions each within  
100 words :  $5 \times 4 = 20$

- (a) Briefly describe the scope of communication and soft skills needed for effective business management.
- (b) Write a short note on telephonic communication skill.
- (c) What is writing skill? Why is it important?
- (d) Write briefly about nonverbal communication.
- (e) Write briefly on Shannon and Weaver model of communication.
- (f) Write a short note on cultural barrier to communication.

( 3 )

Group—C

3. Answer any *four* questions each within  
200 words :  $10 \times 4 = 40$

- (a) Explain body language with examples.
- (b) What are the remedies to barrier to communication?
- (c) Write the advantages and disadvantages of written communication.
- (d) Discuss different types of interview.
- (e) While making a telephonic call, what are the things that a manager should remember?
- (f) What is meant by an interview? Discuss various objectives of an interview.

Group—D

4. Answer any *two* questions each within  
300 words :  $15 \times 2 = 30$

- (a) As a manager, which do you think is better, a linear model or a multidimensional model of communication and why?