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**TERM END EXAMINATION - JUNE, 2019**  
**Diploma in Office Management (DOM)**

**Communication and Soft Skills**

**Time - 3 Hours**

**Full Marks - 100**

(Answer *all* questions from Group-A , any *four* questions from Group - 'B', any *four* questions from Group - 'C' and any *two* questions from Group - 'D')

**Group 'A'**

**Q. No. 1** Answer all the questions, each within one or two sentences

**Marks: 1 × 10= 10**

- a) Who is a "Sender"?
- b) What is downward communication?
- c) What is horizontal communication?
- d) What do mean by "Receiver"?
- e) What do you mean bysign language?
- f) What is proof reading?
- g) What do you understand by channel?
- h) What is "Noise" in communication process?
- i) What is interview etiquette?
- j) What do you know by word "CV"?

**Group 'B'**

**Q. No. 2** (Answer any four questions each within 100 words)

**Marks: 5 × 4= 20**

- a) Briefly describe the need of Communication & soft skills for effective business management?
- b) Write a short note on reading skill?
- c) What is writing skill? Why is it important?
- d) Write briefly about oral communication.
- e) Write briefly on Shannon & Weaver's model of communication.
- f) Write short note on gender barrier to communication?

**Group 'C'**

**Q. No. 3** (Answer any four questions, each within 200 words)

**Marks: 10 × 4= 40**

- a) Explain body language with examples.
- b) Write a short note on discussion skill?
- c) Write the advantages and disadvantages of oral 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 presentation skill? Why is it important?

**Group 'D'**

**Q. No. 4** (Answer any two questions, each within 300 words)

**Marks: 15 × 2= 30**

- a) As a manager, which do you think is better, a linear model or a multidimensional model of communication & Why?
- b) "A resume is a persuasive summary of one's qualification for employment". Examine the statement & write your resume for the position of HR manager in private bank.
- c) Elucidate the mechanics of writing.