

**Term End Examination –December, 2017**  
**Certificate in Communication Skills**  
**Soft Skills**  
**Course Code : CCS-04**

**Full Mark : 100**  
**Time : 3hrs**

**GROUP- A**

**Answer the questions in about 100 words. Answer any 4 questions.**

**(4x5 marks)**

1. What are the elements of Soft Skills? Explain.
2. Why is teamwork important? What skills does one need for effective team work?
3. How is facial expression helpful in communicating?
4. What is a CV? How do we create an effective CV?
5. What are different types of GDs? Elucidate.
6. What are the objectives of conducting a job interview?

**GROUP-B**

**Answer the questions in about 250 words. Answer any 2 questions.**

**(2x10 marks)**

7. You are working in an apparel retail store. One of the customers looks confused while shopping. How will you approach the customer and assist her. Write a conversation between you and the customer.
8. What is time management? How does improper time management cause stress?
9. "Proper dress code is a part of interview etiquette". Do you agree? Justify your answer.
10. How is an individual presentation different from a group presentation? Why is a PowerPoint presentation important?

**GROUP-C**

**Answer the questions in about 500 words. Answer any 3 questions.**

**(3x20 marks)**

11. There is a job vacancy for a Corporate Communication Executive in a manufacturing firm. The job responsibilities include publishing in-house magazine, conducting educational forums for the staff and releasing press-release. Apply for this job by preparing your CV and an impressive covering letter. Address it to- HR Manager, OBER Plastics Ltd, NOIDA, UP.
12. What are the essentials of a Group Discussion? Discuss the dos and don'ts.
13. "Soft Skills are not that Soft; they are essential skills to perform core functions in an organization". Discuss.
14. "Stress is not bad. In fact, stress is a necessary evil which is to be managed". Comment.
15. Answer the following interview questions:
  - a) Where do you yourself 5 years from now?
  - b) What are your weaknesses?
  - c) Why did you choose to do a course on Communication Skills?
  - d) What do you expect from your job?

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