

Term End Examination : June – 2018
Diploma in Office Management
Communication and Soft Skills

DOM-04

Time: 3 hours

Full Marks: 100

Read the instructions carefully before attempting questions from each group.

GROUP – A

Q.No. 1. Answer all questions selecting the right options. Each carries 1 Mark [1 X 10 = 10]

- i. People in organizations typically spend over _____ of their office time in an interpersonal situation.
a. 50% b. 75% c. 25% d. None

- ii. Touch is also a non-verbal form of communication. This referred to as _____.
a. Proxemics b. Chronemics c. Haptics d. None

- iii. The _____ of a presentation should consist of introduction and the ending should have a proper conclusion.
a. Opening b. Contents c. Thoughts d. None

- iv. _____ is informal communication that relies on the mutuality among the participating members.
a. Body language b. Grapevine c. Chat d. None

- v. A _____ is a summary of one's identification, qualification and intended career path.
a. Resume b. Agenda c. Memo d. None

- vi. _____ questions in an interview is used to test the background information of the candidate.
a. Technical b. General c. Behavioural d. None

- vii. In a _____ based GD, candidates may be given a current topic or happening or even an incident.
a. Fact b. case study c. controversy d. None

- viii. For communicating a bad news, we use _____ method of writing.
a. Big Idea First b. Big Idea a Little Later c. KISS d. None

- ix. The way a person stands or sits is his _____.
- a. Posture b. Gesture c. Both d. None
- x. _____ is hearing attentively and responding appropriately.
- a. Listening b. Passive listening c. Placating d. None

GROUP – B

Q.No. 2. Answer any 4 questions each within 50 words. Each carries 5 marks [5 X 4 = 20]

- a) What is Feedback? Write its importance.
- b) What is etiquette? Why do we need etiquette?
- c) Why is nonverbal communication important? Give examples.
- d) What are the steps involved in writing?
- e) What are different types of interviews?
- f) Distinguish between CV and Resume.

GROUP – C

Q.No.3. Answer any 4 questions each within 200 words. Each carries 10 Marks [10 X 4 = 40]

- a) What are the essentials of a Presentation?
- b) Write an email to your Office Stationery supplier requesting him to supply the ordered goods on an urgent basis.
- c) Which aspects of body language are involved in a presentation?
- d) Distinguish between formal and informal communication.
- e) What is the proper dress code for an interview? Why should we follow it?
- f) Write notes on any two of the following:
 - i. Paralanguage
 - ii. Use of PowerPoint in Presentation
 - iii. Business Communication Process
 - iv. Importance of Soft Skills

GROUP – D

Q.No.4. Answer any 2 questions each within 250 words. Each carries 15 Marks. [15 X 2 = 30]

- a) You have been asked to train a group of interns on "Telephone Etiquette". You plan to use PPT for the training. Write the process of preparing for this presentation. Also, demonstrate the PPT slides by drawing them on your answer sheet.
- b) Explain the process for preparing for a job interview.
- c) What are the various barriers to communication? Explain with examples.
- d) Apply for the position of Administrative Officer, Fresh foods ltd. With your Resume and a cover letter to HR, Fresh foods ltd. Noida.