

S.D.E.
B.B.A. (2006 Course) Sem- III : SUMMER - 2019
SUBJECT : ENHANCING PERSONAL & PROFESSIONAL SKILLS –I

Day : Tuesday
Date : 21/05/2019

S-2019-4905

Time : 02.00 PM TO 05.00 PM
Max. Marks : 80

N.B.

- 1) Attempt **ANY FIVE** questions from Section-I. Each question carries 10 marks.
- 2) Attempt **ANY TWO** questions from Section-II. Each question carries 15 marks.
- 3) Answer to both the sections should be written in **SAME** Answer book.

SECTION – I

- Q.1** How will you differentiate listening from hearing? State the guidelines for effective listening. (10)
- Q.2** 'Voice clarity, voice modulation and intonation are very important for effective communication.' Discuss. (10)
- Q.3** State the role and importance of gestures and postures in conveying a message. (10)
- Q.4** What do you understand by 'Fear Psychosis'? How will you overcome stage fright during public speaking? (10)
- Q.5** Draft a Memo to 'Mr. Rahul Kumar' for indiscipline at workplace. Make the necessary assumptions. (10)
- Q.6** Discuss the essential courtesies to be followed while making and receiving a telephonic call. (10)
- Q.7** Write Short Notes (**ANY TWO**) (10)
- a) Video Conferencing
 - b) L.C.D.
 - c) O.H.P.

SECTION – II

- Q.8** In your experience, which barriers prevent you from effective listening? What measures will you take to overcome them? (15)
- Q.9** For the new office set-up, you want to purchase 45 latest Laptops. Place an Order for the same with 'Vintech Computers'. Make the necessary assumptions. (15)
- Q.10** How are grooming, voice modulation and eye contact vital for effective public speaking? Discuss with suitable examples. (15)

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