

MELVISHARAM - 632 509.

SEMESTER EXAMINATIONS, NOVEMBER - 2018

B.A., ENGLISH

SEMESTER III

U15SEN301 – SKILLS FOR EMPLOYMENT - I (SBS - I)

Time: Three Hours

Maximum: 60 Marks

SECTION - A (10 X 1 = 10 Marks)

Answer **ALL** Questions.

1. In a group discussion, we should be _____.
 - a) assertive
 - b) dominating
 - c) subjective
 - d) ignorant
2. The first objective in a group discussion is to:
 - a) act as a self-appointed leader of the group
 - b) catch the group's attention
 - c) create sub-groups
 - d) prove your superiority
3. Types of interview include:
 - a) job interview
 - b) appraisal
 - c) delegation
 - d) all
4. After receiving an interview call what is the next step?
 - a) sending application letter
 - b) prepare the resume
 - c) appear at interview
 - d) send resume
5. To make a Presentation effective and impressive, you should use:
 - a) jargon
 - b) complex sentences
 - c) a simple and active form of sentences
 - d) passive sentences
6. To select the content of your Presentation, you should know:
 - a) your purpose
 - b) the time limit
 - c) the available material
 - d) the audience's needs

7. There are certain personality traits that will enhance your effectiveness when interacting with superiors. One of them is _____.
a) approachability b) openness c) kind d) optimism
8. _____ is a study of man, his work and culture.
a) anthropology b) psychology c) physiology d) sociology
9. Once you have handled a complaint, you must.

- a) Analyze the situation to ensure that no other customer will need to complain about the same thing again.
 - b) Analyze the situation to ensure that no one can blame you for the customer being unhappy.
 - c) Analyze the situation so that the staff members involved can be severely reprimanded for causing the problem in the first place.
 - d) Analyze the situation so that you should be in the safe position
10. What is one of the ways in which you can display sensitivity and courtesy when handling complaints?
- a) listen attentively
 - b) treat your client as an equal
 - c) treat them as if they are stupid
 - d) don't give excuses

SECTION - B (5 X 4 = 20 Marks)

Answer ALL Questions.

11. a) Write about the essential qualities warranted for Group Discussion.
(Or)
b) Write down a Group Discussion on the topic of Global warming.
12. a) What are the intricacies one should follow while attending an interview?

b) List out the objectives behind conducting job interviews.

13. a) What are the skills of Oral Presentation?

(Or)

b) Examine the role of preparation for Oral Presentation.

14. a) What is the right way to interact with higher officials?

(Or)

b) Explain the things that you should know to answer complaints.

15. a) Elucidate a fitting method to respond to your customer complaint.

(Or)

b) What kind of reports that one will receive in a commercial enterprise?

SECTION - C (3 X 10 = 30 Marks)

Answer **ANY THREE** Questions.

16. Explain the ethics related to Group Discussion.

17. How a candidate can present his skills in an Interview?

18. Examine any two Oral Presentation strategies in detail.

19. Write about Do's and Don'ts in interacting with superiors.

20. Explain a suitable method to manage an irate or angry customer by giving an example.
