

SECTION-C

Note: Long answer type questions. Attempt any three questions. 3x10=30

- Q.3 Discuss the importance as well as need of presentation skills for salesman.
- Q.4 State the various elements determine the personality of an individual.
- Q.5 Discuss the requirements of table manners in an individual.
- Q.6 Explain the role of self-esteem in developing one's personality.
- Q.7 How self-confidence leads to an effective negotiation in an organisation? Explain.

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Roll No.

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5th Sem. / FAA

Subject : Soft Skills

Time : 3 Hrs.

M.M. : 100

SECTION-A

Note: Very Short Answer type questions. Attempt any 15 parts. (15x2=30)

- Q.1 a) Basic etiquette.
- b) Behavioral trait.
- c) Self-motivation.
- d) Telephone etiquette.
- e) Two benefits of positive attitude.
- f) Interpersonal skills.
- g) Define "Team".
- h) Basic of dressing sense.
- i) Two remedies to overcome stress.

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- j) Define negotiation.
- k) Communication skills.
- l) Time management.
- m) Define the term “Table manners”
- n) Duties of a team member.
- o) Qualities of a good leader (any two).
- p) Two advantages of self-confidence.
- q) Democratic leaders.
- r) Define the concept of honesty.

SECTION-B

Note: Short answer type questions. Attempt any ten parts 10x4=40

- Q.2
- i) Define the term “Soft skills”.
 - ii) What do you understand by term “Personality development”?

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- iii) Factors take into account for “Presentation”?
- iv) Characteristics of a successful header.
- v) State the factors affecting positive attitude.
- vi) Importance of body language in presentation.
- vii) Explain the term “Sociability”?
- viii) Factors influence self-management.
- ix) Mention the various business etiquette.
- x) Why an individual have self-esteem?
- xi) State the various causes of stress.
- xii) What do you understand by term “Cultural diversity”?
- xiii) Factors taken into accounting while serving clients.
- xiv) Define the concept of “behavioral traits”.
- xv) Advantages of time-management.

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