

End Semester/Reappear (Semester V) Examination December, 2024

Programme: B.Tech (MiE)

Course: Soft Skills

Course Code: UMF24.04

Enrolment no. _____

Full Marks: 70

Time: 3 Hrs.

Section I

1. Short Answer type questions. Answer any four.

4 x 5 = 20

- a. Enlist the types of business letters.
- b. Enumerate the steps of making effective presentation.
- c. Write the structure of report.
- d. What are the basic requirements of Negotiation Skills?
- e. Enlist the types of listening.
- f. What should be your first reaction when you receive a phone call from an organization?

Section II

Long Answer type questions. Answer any three.

3 x 10 = 30

2. How to face an interview confidently? Enumerate the list of skills.
3. How will you combat Nervousness during job interview?
4. Differentiate between Speeches & Debates.
5. Describe the process of Oral Presentation, Planning & Preparation.
6. How can I develop a good personality? What are the five most important aspects of personality development?

Section III

Application based questions. Answer any one.

1 x 20 = 20

7. How does using emotional intelligence help you with critical thinking? How can emotional intelligence positively contribute to the performance of a team?
8. What is paralanguage in business communication? What are the three components of paralanguage?
9. How to write a Formal Business Report? What is written report in business communication?
