

880

Total Pages : 4

Roll No.

COASS-101

SOFT SKILL AND PERSONALITY DEVELOPMENT

Certificate in Office Automation & Soft Skills (COASS)

First Semester Examination, 2021 (Winter)

Time : 2 Hours]

Max. Marks : 100

Note : This paper is of Hundred (100) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

SECTION–A

(Long Answer Type Questions)

Note : Section 'A' contains Five (05) long answer type questions of Twenty six (26) marks each. Learners are required to answer any Two (02) questions only.

(2×26=52)

1. (a) What do you mean by verbal communication, and what is its importance? [14]

- (b) Explain the term 'Communication'. Define the communication processes. [12]
2. (a) What do you mean by listening process? Also, list the barriers of effective listening. [14]
- (b) What kinds of components are included in a project proposal? [12]
3. (a) Explain all the components of a business letter. Also write a sample business letter. [14]
- (b) Discuss the importance of effective communication. [12]
4. (a) Why 'the terms of references' is necessary in report writing? Explain. [14]
- (b) Define Diction. Explain types of diction and the importance of diction in writing? [12]
5. (a) What are the various levels of communication? Explain each. [14]
- (b) Explain the role of non-verbal communication in an interview. [12]

SECTION-B

(Short Answer Type Questions)

Note : Section 'B' contains Eight (08) short answer type questions of Twelve (12) marks each. Learners are required to answer any Four (04) questions only.

(4×12=48)

1. (a) What are the different types of listening skills? [6]
(b) Define the "super six" comprehension strategies in brief. [6]
2. (a) Briefly define the types of non-verbal communication. [6]
(b) Why must communication barriers be solved for effective communication? [6]
3. (a) Differentiate between Biodata, CV (Curriculum Vitae) and Resume. [6]
(b) Telephone and E-mail Etiquette plays an important role in our business. Explain. [6]
4. (a) What is the significance of non-verbal communication? [6]
(b) Explain various barriers to effective communication. [6]

5. Differentiate between formal, informal and demi-official letter. [12]
 6. Discuss the basic Telephone skills required for effective communication. [12]
 7. Differentiate between written and visual communication. [12]
 8. What type of errors commonly occur while writing? Explain in detail. [12]
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