III Semester B.Com. Examination, November/December 2017
(2013 – 2014 and Onwards)
(Repeaters)
COMMERCE
3.2 : Part – B : Soft Skills for Business

Time : 1½ Hours

Max. Marks : 50

Instructions : a) Use separate answer booklet.
b) Answer should be only in English.

SECTION – A

Answer any ten of the following. Each carries two marks : (10x2=20)

1. a) What is upward communication ?
   b) What is positive thinking ?
   c) State any two characteristics of stress.
   d) What is brain storming ?
   e) What is career planning ?
   f) State the components of attitudes.
   g) Mention two techniques of time management.
   h) What is group discussion ?
   i) State any two elements of creativity.
   j) Name any 2 presentation aids.
   k) What is medium term goal ?
   l) What is stress interview ?

SECTION – B

Answer any two of the following. Each question carries 15 marks. (2x15=30)

2. What is listening ? Explain the different barriers of effective listening ?

3. Explain the importance of inter personal relationship in professional life.

4. What is time management ? Explain the general principles of time management.
(CBCS) (F+R)  
(2015-16 and Onwards)  
BUSINESS ADMINISTRATION  
3.2 : Soft Skills for Business

Time: 3 Hours  
Max. Marks: 70

**Instruction:** Answer should be written in English only.

**SECTION - A**

Answer any 5 sub questions. Each question carries 2 marks:  
(5×2=10)

1. a) What is a notice?  
   b) What is audio-visual communication?  
   c) Define listening.  
   d) What is speech?  
   e) What is exit interview?  
   f) What is circular?

**SECTION - B**

Answer any 3 questions. Each question carries 6 marks:  
(3×6=18)

2. Explain various methods of presentation.
3. Discuss the grievance interview.
4. Explain the brainstorming process.
5. What are the advantages of written communication?
6. Explain the different types of speech.

P.T.O.
SECTION - C

Answer any 3 questions. Each question carries 14 marks: (3x14=42)

7. What is an order letter and mention the guidelines for writing an order letter?

8. State the merits and demerits of non-verbal communication.

9. Explain important types of listening.

10. Draft a resume for the post of Accounts Executive at Infosys, Kuvesmpu Nagar, Mysore.

11. Write a suitable reply to a complaint received by you from Fresh Coal Oil Agency, Mahesh Road, R. K. Palya, Kolar, regarding the receipt of damaged goods received by them.
III Semester B.Com. Examination, November/December 2015  
(Repeaters) (Semester Scheme)  
(2013-14 & Onwards)  
COMMERCE  
3.2 : Part – B : Soft Skills for Business

Time : 1½ Hours  
Max. Marks : 50

Instructions: 1) Use separate answer booklet.  
2) Answer should be only in English.

SECTION – A

Answer any ten of the following. Each sub-question carries two marks. (10×2=20)
1. a) What is brain storming ?  
b) What is negative attitude ?  
c) State any two benefits of positive attitude.  
d) Define stress.  
e) What is vertical communication ?  
f) What is career counselling ?  
g) What is grapevine communication ?  
h) What is career ?  
i) What is short term goal ?  
j) State any two tips for developing creativity.  
k) What is time management ?  
l) What is emotional intelligence ?

SECTION – B

Answer any two of the following. Each question carries fifteen marks. (2×15=30)
2. What is attitude ? Explain the various ways of developing positive attitude.
3. Define communication. Explain the various forms of communication.
4. What is creativity ? Discuss the components of creativity.