

Online Examinations (Even Sem/Part-I/Part-II Examinations 2020 - 2021)

Course Name - --Soft Skills and Interpersonal Communication

Course Code - OEC-601C

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Mark only one oval.

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- MBA
- M.SC.(BT)
- M.TECH(CSE)
- LLM
- M.A.(JMC)
- M.A.(ENG)
- M.SC.(MATH)
- M.SC.(MB)
- MCA
- M.SC.(MSJ)
- M.SC.(AM)
- M.SC.CS)
- M.SC.(ANCS)
- M.SC.(MM)
- B.A.(Eng)

Answer all the questions. Each question carry one mark.

9. 1. are like a news item informing people of some coming important events.

Mark only one oval.

- Notices
- Memos
- Agendas
- Minutes

10. 2. are used to make formal appeals or extend invitations.

Mark only one oval.

- Agendas
 Memos
 Minutes
 Notices

11. 3. To announce occasions like inauguration or sale internally, or for meeting intimations, both notice and can be used.

Mark only one oval.

- Circular
 Memos
 Agenda
 Minutes

12. 4..... Is an internal correspondence only.

Mark only one oval.

- Memo
 Circular
 Notice
 Agenda

13. 5. The is an outline of what a meeting will address.

Mark only one oval.

- Memo
- Circular
- Notice
- Agenda

14. 6. he agendas are prepared by the along with the Chairperson of the meeting.

Mark only one oval.

- Managing Director
- CEO
- General Managers
- Secretary

15. 7. The Agendas with the should be distributed to attendees a day or two before the meeting.

Mark only one oval.

- Minutes
- Notice
- Memo
- Circular

16. 8. If the meeting includes , the agenda should enlist the time allotted for each speaker.

Mark only one oval.

- GD
- Interview
- Presentations
- Minutes

17. 9.are the live written records of a meeting.

Mark only one oval.

- GD
- Interview
- Presentations
- Minutes

18. 10. MoM stands for?

Mark only one oval.

- Money Orders
- Memorandum of a Meeting
- Minutes of a Meeting
- Memory of Moments

19. 11. The final list of attendees of a meeting should be included in a

Mark only one oval.

- Notices
- Minutes
- Agendas
- Memos

20. 12. Deadlines of allotted works are also mentioned in Of a meeting.

Mark only one oval.

- Minutes
- Notices
- Brochures
- Memos

21. 13. Who takes notes of a meeting proceedings and makes the Minutes and circulates it?

Mark only one oval.

- Principal
- Secretary
- Board of Directors
- Chairperson

22. 14. The full form of a Memo is

Mark only one oval.

- Memorundum
- Memorandum
- Memmorandum
- Memorandom

23. 15. follows a specific format not common to any other official correspondences.

Mark only one oval.

- Memos
- Memorandoms
- Notes for memory
- Letters

24. 16. A Memo is a 'note' to a group of people (the employees) to inform or them.

Mark only one oval.

- pass-on
- induce
- instruct
- infuse

25. 17. A policy change or internal goals are to be declared through a with the company.

Mark only one oval.

- Letters
- Memos
- Emails
- Minutes

26. 18. To inform any change of a current production procedure, a will be the best choice among all official correspondences

Mark only one oval.

- Letter
- Email
- Memo
- Minutes

27. 19. The opening of a is unique of all official correspondences.

Mark only one oval.

- Email
- Letter
- Minutes
- Memo

28. 20.The 'Date' comes after '.....' in a Memo's opening.

Mark only one oval.

- To
- From
- Subject
- Salutation

29. 21. After 'To' comes '.....' in the opening of a Memo.

Mark only one oval.

- Date
- Subject
- Salutation
- From

30. 22. In a Memo, the receiver's name and title should be there in the '.....' line.

Mark only one oval.

- To
- From
- Date
- Subject

31. 23. At the opening of a Memo, the writer's name and title should be there in the '.....' line.

Mark only one oval.

- To
- From
- Date
- Subject

32. 24. The Date in any official correspondence should be written as

.....

Mark only one oval.

- July 10, 2021
- 2021 July 10
- 44387
- None of these

33. 25. A Memo can be a downward or a communication.

Mark only one oval.

- upward
- vertical
- horizontal
- diagonal

34. 26. A downward Memo generally ends with a

Mark only one oval.

- Jingle
- formal salutation
- complementary closure
- motivational tone

35. 27. A Memo generally states a policy or procedure the writer want the reader/s to follow.

Mark only one oval.

- Prescriptive
- Surveying
- Response
- Directive

36. 28. A Memo in which there are 4 part - purpose statement, summary, discussion and action, it is called a Memo.

Mark only one oval.

- Prescriptive
- Surveying
- Response
- Directive

37. 29. A Memo is particularly written to a supervisor after an employee returns from a business venture.

Mark only one oval.

- Response
- Trip Report
- Field Report
- Directive

38. 30. The Memo which include the problems, methods, results and conclusion of an inspection, it is called a Memo.

Mark only one oval.

- Directive
- Response
- Trip Report
- Field Report

39. 31. There is no required at the beginning or end of a Memo.

Mark only one oval.

- format
- formality
- salutation
- names and titles

40. 32. SMS language (dey, u, tmrw) in the email should be-

Mark only one oval.

- Used with selected few clients
- Should not be used
- Can be used sometimes if you feel like.
- Used while writing to juniors

41. 33. Email is a reflection of -

Mark only one oval.

- Designation and pride
- Professionalism, Values, Attention to detail
- Authority and status
- Nothing. It is used for getting work done

42. 34. Email fonts should be -

Mark only one oval.

- Colourful and fancy
- Black in colour, easy to read
- In most bright colours
- Bold and all capital alphabets

43. 35. Most effective way of closing an email is -

Mark only one oval.

- With a proverb
- Repeating the subject line
- With a clear actionable
- With a social message

44. 36. How should the subject line be, of an Email?

Mark only one oval.

- Long & strong
- Short & emphatic
- With a greeting
- Does not matter

45. 37. In an Email, important points/words can be -

Mark only one oval.

- Mentioned repeatedly for impact
- Need not be highlighted
- Highlighted in bold/underlined
- Highlighted with multiple colours

46. 38. Usage of all capital alphabets on email is considered as -

Mark only one oval.

- Screaming/insulting
- Showing importance
- looks fancy
- irrelevant

47. 39. Proofreading emails before hitting send is-

Mark only one oval.

- not needed
- can be done sometimes
- A best practice
- Waste of time

48. 40. Powerpoint presentations should be a combination of-

Mark only one oval.

- Texts
- Doesn't matter
- Only videos/pictures
- Text and pictures/videos

49. 41. Two important things to be kept in mind while working on a PPT are-

Mark only one oval.

- Audience and objective
- No of slides and no of pictures
- First and last slides
- Videos and music

50. 42. The title of a slide should be-

Mark only one oval.

- Large
- Centrally aligned with a larger font size
- Very very colourful
- Left aligned

51. 43. Speedy response of and email improves credibility -

Mark only one oval.

- Yes
- No
- doesn't matter
- Everybody delays so that's ok

52. 44.The font used throughout the presentation must be uniform -

Mark only one oval.

- No
- not necessarily
- Yes
- vcan't say

53. 45. The tone of your emails should be-

Mark only one oval.

- bossy and rude to a junior
- always bossy
- can be rude if it is not a client
- polite and assertive

54. 46. The email signature must capture all necessary contact details -

Mark only one oval.

- Yes
- No
- Not that important
- Never know

55. 47. When you "Reply All", who receives the email?

Mark only one oval.

- You and the sender
- Only the sender
- Everyone who received the initial email
- Everyone and you

56. 48. What does BCC stand for?

Mark only one oval.

- Behind Carbon Copy
- Blend Carbon Copy
- Business Carbon Copy
- Blind Carbon Copy

57. 49. What is the term in case of emails, what we call enclosures to letters?

Mark only one oval.

- Alongwith
- Companion
- Attachment
- None of these

58. 50. What is the first part of an email address called? (the underlined part)
lsedlacek@canyoncreekschool.org

Mark only one oval.

- Log in
 User name
 Host name
 Recipient

59. 51. What does "cc" stand for in the address bar of an email?

Mark only one oval.

- Copy cat
 Counting coins
 Carbon Copy
 Clueless Captain

60. 52. You should _____ your emails before sending.

Mark only one oval.

- review
 return
 remind
 reply

61. 53. Basic rules of formality whenever you present, or write an email, or hold an office telephone or so, are called _____.

Mark only one oval.

- reverence
- good manners
- gentility
- etiquettes

62. 54. Slang and should not be used in an email.

Mark only one oval.

- taboos
- greetings
- etiquettes
- abbreviations

63. 55. What is an email?

Mark only one oval.

- A letter you get in your mailbox
- A mail bird
- A message you send on your computer
- A card of greetings

64. 56. Persuasion is an essential element of effective negotiation because it helps in:

Mark only one oval.

- settling issues between two parties
- effecting agreements and solutions in the interest of all
- resolving disputes among people
- achieving one's own interests

65. 57. The final aim of negotiation is to -

Mark only one oval.

- implement an agreement between two parties
- end a dispute
- win at all cost
- reach an agreement

66. 58. Negotiation strategy is partly concerned with -

Mark only one oval.

- prolonging the length of the negotiation
- ending the discussion
- avoiding failure
- searching for a common goal

67. 59. Negotiation implies that both parties accept that the agreement between them is

Mark only one oval.

- conditional
- obvious
- necessary
- final and binding

68. 60. One's negotiation objective should be:

Mark only one oval.

- personal
- realistic
- ideal
- social

69. 61. Excellent negotiators understand that negotiating requires frequent and honest, so the parties involved always know where they stand.

Mark only one oval.

- persuasion
- intimation
- motivation
- communication

70. 62. Hiring somebody who could find and negotiate contracts for a company can be called Contract negotiation.

Mark only one oval.

- inward
- lined
- outsourced
- none of these

71. 63. For effective negotiation, it is important to align negotiation goals with goals.

Mark only one oval.

- timely
- leadership
- organisational
- strategic

72. 64. Among the three negotiation approaches, the approach means a competitive approach to the purchasing negotiation process.

Mark only one oval.

- win-win
- lose-lose
- win-lose
- all of these

73. 65. On an average, a 'group' in a GD round consists of how many members?

Mark only one oval.

- 4 to 6
- 6 to 8
- 8 to 10
- 10 to 12

74. 66. While preparing a slide of a PPT, the _____ rule should be followed.

Mark only one oval.

- 4x4
- 5x4
- 6x4
- 6x6

75. 67. In a GD round, _____ skill is being preferred in candidates.

Mark only one oval.

- Interpersonal
- personal
- leadership
- negotiation

76. 68. Which is not among the 3Ps of Presentation?

Mark only one oval.

- Preparation
- Perfection
- Practice
- Planning

77. 69. Hard skills are technical skills whereas soft skills are skills

Mark only one oval.

- odd
- behavioral
- management
- handicrafts

78. 70. _____ is human etiquette while communicating through internet.

Mark only one oval.

- Inter-etiquette
- Netiquette
- New target
- Soft-etiquette

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