



# BRAINWARE UNIVERSITY

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Brainware University  
398, Ramkrishnapur Road, Barasat  
Kolkata, West Bengal-700125

Term End Examination 2024-2025

Programme – BBA-Hons-2023/BBA(HM)-Hons-2023/BCA-Hons-2023/B.Sc.(ANCS)-Hons-2023/B.Sc.(AM)-Hons-2023/B.Sc.(MSJ)-Hons-2023/BBA(DM)-Hons-2023/B.Com.(AFB)-Hons-2023/B.Sc.(PSY)-Hons-2023/B.A.(Eng)-Hons-2024/BBA-Hons-2024/BBA(DM)-Hons-2024/B.Com.(AFB)-Hons-2024/BCA-Hons-2024/B.Sc.(ANCS)-Hons-2024/B.Sc.(AM)-Hons-2024/B.Sc.(FND)-Hons-2024/B.Sc.(PSY)-Hons-2024/BCA(MAWT)-H-2024/BBA(BA)-Hons-2024

Course Name – Soft Skills

Course Code -

BBA10002/BHM10002/BCA10002/BNC10002/BAM10002/BMJ10002/BBF10002/BPY10002/BEN10002/BFD10002/BMT10002/BBB10002 (Semester I)

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

## Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Identify an important aspect of soft skills for verbal communication from the given options.
  - a) Technical knowledge
  - b) Active Listening
  - c) Memorization Skills
  - d) Typing Speed
- (ii) Identify the significance of soft skills in personal life.
  - a) Enhanced Emotional Intelligence
  - b) Improved Technical Knowledge
  - c) Reduced Productivity
  - d) Increased Workload
- (iii) Select the leadership quality that emphasizes openness to change and embracing new ideas.
  - a) Adaptability
  - b) Authoritarianism
  - c) Rigidity
  - d) Isolation
- (iv) State why understanding business etiquette is important in the corporate world.
  - a) It makes you look sophisticated
  - b) It helps build strong relationships and trust
  - c) It guarantees job promotions
  - d) It's a legal requirement
- (v) Select what should you consider when participating in a group discussion.
  - a) Interrupting others to make your point
  - b) Focusing only on your own ideas
  - c) Listening actively and respecting others' opinions
  - d) Speaking loudly to dominate the discussion
- (vi) Identify the purpose of a curriculum vitae (CV)
  - a) To list your work experience and skills
  - b) To share personal anecdotes
  - c) To write a lengthy autobiography
  - d) To include irrelevant information
- (vii) Choose an example of cross-cultural communication in the corporate environment.
  - a) Sending an email to a colleague in the same office
  - b) Giving a presentation to international clients
  - c) Chatting with coworkers during lunch
  - d) Ignoring coworkers from different cultures
- (viii) Identify which skill involves recognizing and managing your own emotions and those of others.
  - a) Time management
  - b) emotional intelligence
  - c) conflict management
  - d) leadership
- (ix) Select what does work ethics primarily involve.
  - a) Gossiping about colleagues
  - b) Upholding values, integrity, and ethical behavior
  - c) Ignoring company policies
  - d) Promoting unhealthy competition in the workplace
- (x) Choose the proper etiquette required during a job interview.
  - a) Arriving late without apology
  - b) Making negative comments about previous employers
  - c) Demonstrating confidence and professionalism
  - d) Avoiding eye contact with the interviewer
- (xi) Select from the given options, the purpose of writing a cover letter for job applications.
  - a) To list personal hobbies and interests
  - b) To negotiate salary and benefits
  - c) To provide an overview of qualifications and interest in the position
  - d) To share personal anecdotes
- (xii) Identify the significance of work-life balance in a professional's life.
  - a) To prioritize work over personal life at all times
  - b) To maintain physical fitness and neglect career growth
  - c) To achieve career success at any cost
  - d) To ensure overall well-being and prevent burnout
- (xiii) Identify an example of non-verbal communication.
  - a) Notices
  - b) Effective Body Language
  - c) Phone Calls
  - d) Professional E-mails
- (xiv) Choose which among the following is not an element of business etiquette.
  - a) Punctuality
  - b) Dress code
  - c) Interrupting others
  - d) Using polite language
- (xv) Choose which among the following soft skills is essential for effective teamwork.
  - a) Public speaking
  - b) Conflict resolution
  - c) Mathematical skills
  - d) Budgeting

**Group-B**  
(Short Answer Type Questions)

3 x 5=15

2. Define what a resume is.
3. Explain the advantages of a virtual interview compared to a telephonic interview.
4. Write how does self-assessment contribute to the development of soft skills.
5. Describe how poor time management leads to stress and decreased productivity.
6. Justify how can cultural differences affect communication styles in a business setting.

(3)  
(3)  
(3)  
(3)  
(3)

OR

Persuade how can adaptability improve leadership effectiveness.

(3)

**Group-C**  
(Long Answer Type Questions)

5 x 6=30

7. Define ethics and values in the context of personal and professional lives.
8. Write the key dos and don'ts in a Group Discussion (GD). Explain how following these guidelines can positively impact the outcome of a GD.
9. Evaluate how can individuals apply self-motivation techniques to improve decision-making.
10. Determine the key characteristics of an effective presentation.
11. Discuss, what role does critical thinking and rational decision making plays in an organization in a professional context.
12. Evaluate the role of continuous learning and growth in maintaining a positive mindset.

(5)  
(5)  
(5)  
(5)  
(5)  
(5)

OR

Analyze the effects of barriers to communication.

(5)

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