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398, Ramkrishnapur Road, Barasat
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BRAINWARE UNIVERSITY

Term End Examination 2025-2026
Programme – B.Sc.(BT)-Hons-2023/BBA(HM)-Hons-2024/B.Sc.(BT)-Hons-2024/B.Sc.(MSJ)-Hons-2024
Course Name – Soft Skills
Course Code - BBT30002/BHM30002/BMJ30002
(Semester III)

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) Recognize what a self-introduction usually includes.

a) Bank details
b) Political opinion
c) Name, background, and goals
d) Daily routine

(ii) Locate the first step in the communication process.

a) Feedback
b) Sender
c) Channel
d) Noise

(iii) Infer why communication is considered a two-way process.

a) It involves talking only
b) It includes sending and receiving messages with feedback
c) It requires long conversations
d) It is always formal

(iv) Determine the right action to take when a peer breaks team rules.

a) Exclude them without notice
b) Complain to everyone
c) Talk calmly, give feedback, and remind them of the rules
d) Let it go completely

(v) Cite what a firm handshake generally communicates during an interview.

a) Nervousness
b) Arrogance
c) Confidence
d) Disinterest

(vi) Choose the best body language to show confidence in an interview.

a) Looking at the floor and speaking
b) Sitting straight and smiling gently
c) Chewing gum and crossing arms
d) Checking your phone again and again

(vii) Determine which habit can make you more focused.

a) Multitasking
b) Goal setting
c) Overthinking
d) Daydreaming

(viii) Determine which tool helps you plan your day.

a) Calendar
b) Coffee
c) Television
d) Alarm only

(ix) Identify a group discussion format that promotes inclusivity.

a) Let dominant speakers lead
b) Assign equal time and rotate speaking
c) Skip moderation
d) Random selection only

(x) Select the option that is a barrier in cross-cultural communication.

a) Common language
b) Clear emails
c) Language difference
d) Eye contact

(xi) Indicate a scenario that reflects poor work ethics in a corporate team.

a) Timely task completion
b) Honest communication
c) Frequent absenteeism
d) Respecting deadlines

(xii) Identify what happens when corporate leaders lack emotional intelligence.

a) Increased motivation
b) Stronger relationships
c) Workplace conflict and demotivation
d) Higher employee satisfaction

(xiii) Determine the importance of understanding the communication environment in business.

a) It leads to misinterpretation
b) It enhances message clarity and appropriateness
c) It increases noise in communication
d) It makes messages irrelevant

(xiv) Show the habit that stops you from getting work done.

a) Making a list
b) Starting early
c) Always delaying
d) Staying focused

(xv) Write one good reason to stay calm in a problem.

a) So people get angry
b) So you can think clearly
c) So you can fight
d) So you can cry

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Group-B

(Short Answer Type Questions) 3 x 5=15

2. State two reasons why time management matters at work. (3)
3. Explain the importance of maintaining professional email etiquette. (3)
4. Write a few effective corporate communication strategies to be used while giving a presentation to top-level management. (3)
5. Discuss the role of audience awareness in extempore. (3)
6. Decide which is more important in business speaking: content or delivery. Justify your answer. (3)

OR

Justify the use of extemporaneous delivery over manuscript reading in professional presentations. (3)

Group-C

(Long Answer Type Questions) 5 x 6=30

7. Describe key elements of verbal and non-verbal communication required for effective extempore speaking. (5)
8. Explain the different types of presentations and how they are used in various professional contexts. (5)
9. Explain the application of principles of emotional intelligence to maintain business etiquette in debates. (5)
10. Evaluate and briefly explain any three popular time management strategies. (5)
11. Analyze the role of body language in enhancing verbal communication. (5)

12. Analyse the connection between emotional intelligence and effective leadership in corporate settings. (5)

OR

Analyse how poor time management impacts both individual and team performance. (5)

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