



# BRAINWARE UNIVERSITY

Term End Examination 2021 - 22

Programme – Bachelor of Technology in Computer Science & Engineering

Course Name – Soft Skills and Interpersonal Communication

Course Code - OEC-601C

( Semester VI )

Time allotted : 1 Hrs.25 Min.

Full Marks : 70

[The figure in the margin indicates full marks.]

## Group-A

(Multiple Choice Type Question)

1 x 70=70

Choose the correct alternative from the following :

- (1) ..... are like a news item informing people of some coming important events.
 

a) Notices	b) Memos
c) Agendas	d) Minutes
- (2) ..... are used to make formal appeals or extend invitations.
 

a) Agendas	b) Memos
c) Minutes	d) Notices
- (3) To announce occasions like inauguration or sale internally, or for meeting intimations, both notice and ..... can be used.
 

a) Circular	b) Memos
c) Agenda	d) Minutes
- (4) ..... Is an internal correspondence only.
 

a) Memo	b) Circular
c) Notice	d) Agenda
- (5) The ..... is an outline of what a meeting will address.
 

a) Memo	b) Circular
c) Notice	d) Agenda
- (6) The agendas are prepared by the ..... along with the Chairperson of the meeting.
 

a) Managing Director	b) CEO
c) General Managers	d) Secretary
- (7) The Agendas with the ..... should be distributed to attendees a day or two before the meeting.
 

a) Minutes	b) Notice
c) Memo	d) Circular
- (8) If the meeting includes ....., the agenda should enlist the time allotted for each speaker.
 

a) GD	b) Interview
c) Presentations	d) Minutes

- (9) .....are the live written records of a meeting.
- a) GD
  - b) Interview
  - c) Presentations
  - d) Minutes
- (10) MoM stands for?
- a) Money Orders
  - b) Memorandum of a Meeting
  - c) Minutes of a Meeting
  - d) Memory of Moments
- (11) The final list of attendees of a meeting should be included in a .....
- a) Notices
  - b) Minutes
  - c) Agendas
  - d) Memos
- (12) Deadlines of allotted works are also mentioned in ..... Of a meeting.
- a) Minutes
  - b) Notices
  - c) Brochures
  - d) Memos
- (13) Who takes notes of a meeting proceedings and makes the Minutes and circulates it?
- a) Principal
  - b) Secretary
  - c) Board of Directors
  - d) Chairperson
- (14) The full form of a Memo is
- a) Memorandum
  - b) Memorandum
  - c) Memmorandum
  - d) Memorandom
- (15) ..... follows a specific format not common to any other official correspondence s.
- a) Memos
  - b) Memorandoms
  - c) Notes for memory
  - d) Letters
- (16) A Memo is a 'note' to a group of people (the employees) to inform or ..... them.
- a) pass-on
  - b) induce
  - c) instruct
  - d) infuse
- (17) A policy change or internal goals are to be declared through a ..... with the compan y.
- a) Letters
  - b) Memos
  - c) Emails
  - d) Minutes
- (18) To inform any change of a current production procedure, a ..... will be the best choi ce among all official correspondences
- a) Letter
  - b) Email
  - c) Memo
  - d) Minutes
- (19) The opening of a ..... is unique of all official correspondences.
- a) Email
  - b) Letter
  - c) Minutes
  - d) Memo
- (20) The 'Date' comes after '.....' in a Memo's opening.
- a) To
  - b) From
  - c) Subject
  - d) Salutation
- (21) After 'To' comes '.....' in the opening of a Memo.
- a) Date
  - b) Subject
  - c) Salutation
  - d) From
- (22) In a Memo, the receiver's name and title should be there in the '.....' line.
- a) To
  - b) From
  - c) Date
  - d) Subject
- (23) At the opening of a Memo, the writer's name and title should be there in the '.....' line.
- a) To
  - b) From

- c) Date  
d) Subject
- (24) The Date in any official correspondence should be written as .....
- a) July 10, 2021  
b) 2021 July 10  
c) 44387  
d) None of these
- (25) A Memo can be a downward or a ..... communication.
- a) upward  
b) vertical  
c) horizontal  
d) diagonal
- (26) A downward Memo generally ends with a .....
- a) Jingle  
b) formal salutation  
c) complementary closure  
d) motivational tone
- (27) A ..... Memo generally states a policy or procedure the writer want the reader/s to follow.
- a) Prescriptive  
b) Surveying  
c) Response  
d) Directive
- (28) A Memo in which there are 4 part - purpose statement, summary, discussion and action, it is called a ..... Memo.
- a) Prescriptive  
b) Surveying  
c) Response  
d) Directive
- (29) A ..... Memo is particularly written to a supervisor after an employee returns from a business venture.
- a) Response  
b) Trip Report  
c) Field Report  
d) Directive
- (30) The Memo which include the problems, methods, results and conclusion of an inspection, it is called a ..... Memo.
- a) Directive  
b) Response  
c) Trip Report  
d) Field Report
- (31) There is no ..... required at the beginning or end of a Memo.
- a) format  
b) formality  
c) salutation  
d) names and titles
- (32) SMS language ( dey, u, tmrw) in the email should be-
- a) Used with selected few clients  
b) Should not be used  
c) Can be used sometimes if you feel like.  
d) Used while writing to juniors
- (33) Email is a reflection of -
- a) Designation and pride  
b) Professionalism, Values, Attention to detail  
c) Authority and status  
d) Nothing. It is used for getting work done
- (34) Email fonts should be -
- a) Colourful and fancy  
b) Black in colour, easy to read  
c) In most bright colours  
d) Bold and all capital alphabets
- (35) Most effective way of closing an email is -
- a) With a proverb  
b) Repeating the subject line  
c) With a clear actionable  
d) With a social message
- (36) How should the subject line be, of an Email?
- a) Long & strong  
b) Short & emphatic  
c) With a greeting  
d) Does not matter
- (37) In an Email, important points/words can be -
- a) Mentioned repeatedly for impact  
b) Need not be highlighted  
c) Highlighted in bold/underlined  
d) Highlighted with multiple colours

- (38) Usage of all capital alphabets on email is considered as -
- a) Screaming/insulting
  - b) Showing importance
  - c) looks fancy
  - d) irrelevant
- (39) Proofreading emails before hitting send is-
- a) not needed
  - b) can be done sometimes
  - c) A best practice
  - d) Waste of time
- (40) Powerpoint presentations should be a combination of-
- a) Texts
  - b) Doesn't matter
  - c) Only videos/pictures
  - d) Text and pictures/videos
- (41) Two important things to be kept in mind while working on a PPT are-
- a) Audience and objective
  - b) No of slides and no of pictures
  - c) First and last slides
  - d) Videos and music
- (42) The title of a slide should be-
- a) Large
  - b) Centrally aligned with a larger font size
  - c) Very very colourful
  - d) Left alligned
- (43) Speedy response of and email improves credibility -
- a) Yes
  - b) No
  - c) doesn't matter
  - d) Everybody delays so that's ok
- (44) The font used throughout the presentation must be uniform -
- a) No
  - b) not necessarily
  - c) Yes
  - d) vcan't say
- (45) The tone of your emails should be-
- a) bossy and rude to a junior
  - b) always bossy
  - c) can be rude if it is not a client
  - d) polite and assertive
- (46) The email signature must capture all necessary contact details -
- a) Yes
  - b) No
  - c) Not that important
  - d) Never know
- (47) When you "Reply All", who receives the email?
- a) You and the sender
  - b) Only the sender
  - c) Everyone who received the initial email
  - d) Everyone and you
- (48) What does BCC stand for?
- a) Behind Carbon Copy
  - b) Blend Carbon Copy
  - c) Business Carbon Copy
  - d) Blind Carbon Copy
- (49) What is the term in case of emails, what we call enclosures to letters?
- a) Alongwith
  - b) Companion
  - c) Attachment
  - d) None of these
- (50) What is the first part of an email address called? (the underlined part) lsedlacek@canyoncreeksc  
hool.org
- a) Log in
  - b) User name
  - c) Host name
  - d) Recipient
- (51) What does "cc" stand for in the address bar of an email?
- a) Copy cat
  - b) Counting coins
  - c) Carbon Copy
  - d) Clueless Captain
- (52) You should \_\_\_\_\_ your emails before sending.
- a) review
  - b) return
  - c) remind
  - d) reply
- (53) Basic rules of formality whenever you present, or write an email, or hold an office telephone or s

- o, are called \_\_\_\_\_.
- a) reverence  
c) gentility
- b) good manners  
d) etiquettes
- (54) Slang and ..... should not be used in an email.
- a) taboos  
c) etiquettes
- b) greetings  
d) abbreviations
- (55) What is an email?
- a) A letter you get in your mailbox  
c) A message you send on your computer
- b) A mail bird  
d) A card of greetings
- (56) Persuasion is an essential element of effective negotiation because it helps in:
- a) settling issues between two parties  
c) resolving disputes among people
- b) effecting agreements and solutions in the interest of all  
d) achieving one's own interests
- (57) The final aim of negotiation is to -
- a) implement an agreement between two parties  
c) win at all cost
- b) end a dispute  
d) reach an agreement
- (58) Negotiation strategy is partly concerned with -
- a) prolonging the length of the negotiation  
c) avoiding failure
- b) ending the discussion  
d) searching for a common goal
- (59) Negotiation implies that both parties accept that the agreement between them is .....
- a) conditional  
c) necessary
- b) obvious  
d) final and binding
- (60) One's negotiation objective should be:
- a) personal  
c) ideal
- b) realistic  
d) social
- (61) Excellent negotiators understand that negotiating requires frequent and honest ....., so the parties involved always know where they stand.
- a) persuasion  
c) motivation
- b) intimation  
d) communication
- (62) Hiring somebody who could find and negotiate contracts for a company can be called ..... Contract negotiation.
- a) inward  
c) outsourced
- b) lined  
d) none of these
- (63) For effective negotiation, it is important to aligns negotiation goals with ..... goals.
- a) timely  
c) organisational
- b) leadership  
d) strategic
- (64) Among the three negotiation approaches, the ..... approach means a competitive approach to the purchasing negotiation process.
- a) win-win  
c) win-lose
- b) lose-lose  
d) all of these
- (65) On an average, a 'group' in a GD round consists of how many members?
- a) 4 to 6  
c) 8 to 10
- b) 6 to 8  
d) 10 to 12
- (66) While preparing a slide of a PPT, the \_\_\_\_\_ rule should be followed.
- a) 4x4  
c) 6x4
- b) 5x4  
d) 6x6
- (67) In a GD round, \_\_\_\_\_ skill is being preferred in candidates.

a) Interpersonal

b) personal

c) leadership

d) negotiation

(68) Which is not among the 3Ps of Presentation?

a) Preparation

b) Perfection

c) Practice

d) Planning

(69) Hard skills are technical skills whereas soft skills are ..... skills

a) odd

b) behavioral

c) management

d) handicrafts

(70) \_\_\_\_\_ is human etiquette while communicating through internet.

a) Inter-etiquette

b) Netiquette

c) New target

d) Soft-etiquette