

B.S.W. Semester - 1 (NEP-2020) Examination**OCT/NOV-2024****ENG: Life Skills and Personality Development -1 (Skill Enhancement Course)****Time: 1:00 Hour****Marks: 25****Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate marks.

Que.1(A) Answer the following questions in brief. (Any two) (05)

- (1) What is an Etiquette? Elaborate with examples.
- (2) Discuss some key dos and don'ts of the telephone etiquette.
- (3) Discuss classroom etiquette.

Que.1(B) What would be your immediate and considered response in the following situations? Write in brief. (Any one) (05)

- (1) You have scored low marks in an exam that you thought had gone well.
- (2) Your father has been posted to another town, and you have to move there.

Que.2(A) Write down a paragraph on the following topics. (Any two) (05)

- (1) Academic Life - Studying Abroad and Gaining International Exposure
- (2) Personal Life - Living in Your Dream House
- (3) Travel Destination - Trekking through the Amazon Rainforest

Que.2(B) Match 'A' with 'B'. (05)

- | ‘A’ | ‘B’ |
|------------------------------|--|
| (1) Dress code interaction | (A) A vital aspect of personal and professional |
| (2) Active listening | (B) Enhancing understanding through gestures and facial expression |
| (3) Maintaining eye contact | (C) The type of clothing appropriate for an interview |
| (4) Non-verbal communication | (D) To find a competent candidate |
| (5) Purpose of interview | (E) A technique to engage effectively with the interviewer |

Que.3(A) Answer in brief. (Any one) (03)

- (1) Why is etiquette important? Explain any two kinds of etiquette in brief.
- (2) Write in brief about Email etiquette.

Que.3(B) Write a dialogue between an interviewer and an interviewee for a job position of your choice. Follow the hints provided for each turn: (02)

- (1) **Interviewer:** Begin by greeting the candidate and asking them to introduce themselves.
Interviewee: Respond with a brief introduction, including education and experience.
Interviewer: Ask why they are interested in the role and what they know about the company.
Interviewee: Provide reasons for interest in the role and share knowledge about the company.
Interviewer: Inquire about their strengths and a challenge they have faced in their career.
Interviewee: Highlight key strengths and describe how a specific challenge was handled.
Interviewer: Conclude by asking if they have any questions for the company.
Interviewee: End by asking insightful questions and thanking the interviewer.
