

B.A Semester - 1 (NEP-2020) Examination**OCT/NOV-2025****ENG: Life Skills and Personality Development -1 (Skill Enhancement Course)****Time: 1:00 Hours****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) Explain the importance of Etiquette in personal and professional life.
- 2) Mention any four points of good telephone etiquette for office communication.
- 3) Write any four key rules to follow while writing a formal email.

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

- 1) You see two classmates arguing loudly in class. What will you do to calm the situation using emotional intelligence?
- 2) A family member or close friend is going through a tough time. How will you support them emotionally?

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

- 1) Academic Life – My Dream to Become a Teacher
- 2) Personal Life - My Dream to Build a Beautiful Home for My Family
- 3) Travel Destination - My Dream to Travel Around the World

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

- | A | B |
|--------------------|---|
| 1) Eye Contact | A) Wearing neat and formal clothes |
| 2) Dress Code | B) Helps you prepare answers and gain confidence |
| 3) Interview Panel | C) Use of gestures, posture, and facial expressions |
| 4) Mock Interview | D) A group of people who conduct the interview |
| 5) Body Language | E) Non-verbal sign of confidence and honesty |

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

- 1) How does good etiquette help in building positive relationships?
- 2) Describe any three examples of poor etiquette that should be avoided.

Que.3(B) Complete the dialogue between an interviewer and an interviewee. (02)

- 1) Interviewer: Why should we hire you?
Interviewee: _____
Interviewer: When can you join our company?
Interviewee: _____
