**R/E (60:40)**
**2018-19**

# TILAK MAHARASHTRA VIDYAPEETH, PUNE

## BACHELOR OF COMMERCE (B.COM.)

## EXAMINATION: - DECEMBER 2022

## SEMESTER - II

**Subject: Soft Skills (Paper II) (BCOMSO – 113)**

**Date:16/12/2022** **Total marks: 60** **Time: 10.00 am to 12.30 pm**

**Instructions:** 1) Attempt all Questions
2) Figures to the right indicate full marks

**Q. 1. Answer the multiple Choice questions. (any 10)** **(10)**

1) The role of _____ is very important since the results are sometimes only the documentation of what occurred in the meeting.
   a) leader b) facilitator
   c) recorder d) participants
2) _____ is an emotion or psychological problem.
   a) Time b) Education
   c) Status d) Lack of interest
3) In very old times _____ system for acquiring education prevailed.
   a) educational institutions b) Gurukul system
   c) charitable trust d) none of these
4) _____ Groups are literally run by meetings.
   a) Internet b) Family
   c) Community d) Friends
5) It is scientifically proven that _____ causes an increased flow of Endorphins.
   a) Relaxation b) Exercise
   c) Laughter d) Aerobics
6) In _____ style the speaker's eyes never leave you and practically bore through you.
   a) Balanced b) Darting glare
   c) Fixed glare d) No-eye-contact
7) Building great relationships requires that you _____ other people.
   a) Lead b) Pace
   c) Compare d) Control
8) The first stage in managing your time wasters effectively is to identify the _____ and inhibitions you find in your work situation.
   a) obstacles b) people
   c) progress d) none of these
9) _____are a good way to relieve stress while working in the office.
   a) Music b) Movies
   c) Yoga d) Desk aerobics
10) After delegating a task, give positive and _____ feedback.
   a) negative b) irrelevant
   c) constructive d) None of these

11) When the task is not your strength and someone has more skill the task should be _____.

a) Delegated b) Ignored

c) Completed d) Managed

12) Speaking in a flat, _____ tone makes the listener lose interest in what you have to say.

a) varying b) monotonous

c) low d) high

13) Vilfredo Pareto was an _____ philosopher who noted that 80% of the land in Italy was owned by 20% of the population.

a) Italian b) Indian

c) Australian d) American

**Q. 2. Write Short Note (any three) (15)**

1. Stress
2. Rapport
3. Eye contact styles
4. Setting priorities
5. Importance of time management

**Q. 3. Answer the following question in 150 words. (any 2) (20)**

1. State the different types of meetings.
2. State the steps involved in delegation of work.
3. State the contents of the constitution of India.
4. State and Explain the barriers to communication

**Q. 4. Answer the following question in 300 words. (any one) (15)**

1. Briefly describe the basic commercial laws in India.
2. Describe the six stress busters and state the ways to reduce the stress of your staff.
3. State the different types of behaviour.

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