TILAK MAHARASHTRA VIDYAPEETH, PUNE
MASTER OF COMPUTER APPLICATIONS
EXAMINATION : DECEMBER - 2023
SEMESTER - I
Sub : Soft Skill Development   (MCA- 104-22)

Date : 23/12/2023   **Total Marks : 30**   **Time: 2.00 pm To 4.30 pm**

Instruction:
1. *All questions are compulsory unless and otherwise stated.*
2. *Bold figures to the right of every question are the maximum marks for that question.*
3. *Candidates are advised to attempt questions in order.*
4. *Answers written illegibly are likely to be marked zero.*
5. *Use of scientific calculators, Log tables, Mollier Charts is allowed.*
6. *Draw neat and labelled diagram wherever necessary.*

Q. 1.   Answer the following in short. (Any 4)   **(20)**

1   Business etiquettes

2   Non verbal communication

3   Public speaking

4   Grooming

5   Telephone Mannerism

6   Causes of Stress

Q. 2.   Answer the following in detail. (Any 1)   **(10)**

1. Write in detail about types of interviews and dress code.

2. Write in detail barriers in Communication.