



Paper id: 252162

Roll No:

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**BBA**  
**(SEM II) THEORY EXAMINATION 2024-25**  
**SOFT SKILLS –I**

**TIME: 3 HRS**

**M.MARKS: 70**

**Note:** Attempt all Sections. In case of any missing data; choose suitably.

**SECTION A**

**1. Attempt all questions in brief.**

**02 x 7 = 14**

Q no.	Question	CO	Level
a.	What is meant by attitudes in the context of workplace behavior?	1	K1
b.	How does 'conciseness' improve communication effectiveness?	2	K2
c.	Describe two methods to reduce anxiety during an interview.	3	K2
d.	How does participating in debates enhance communication skills?	4	K2
e.	State two purposes of using structured questions in an interview.	4	K2
f.	In which two situations would it be most appropriate to use a functional resume?	5	K3
g.	How does note-taking enhance listening ability?	2	K2

**SECTION B**

**2. Attempt any three of the following:**

**07 x 3 = 21**

a.	Define and differentiate technical, human, and conceptual skills with suitable examples.	1	K2
b.	Discuss common barriers to effective communication and suggest ways to overcome them through targeted practice.	2	K3
c.	Define Group Discussion and explain its objectives and various types with relevant examples.	3	K2
d.	Identify key grooming tips that men and women should follow to project a professional image in interviews and workplace settings.	4	K2
e.	Evaluate the role of time management techniques in enhancing productivity and managing stress effectively	5	K5

**SECTION C**

**3. Attempt any one part of the following:**

**07 x 1 = 07**

a.	Explore the role of soft skills in enhancing career success in today's globalised and competitive world.	1	K4
b.	Explain the meaning of skills, knowledge, attitudes, and beliefs, and describe their role in professional competence.	1	K2

**4. Attempt any one part of the following:**

**07 x 1 = 07**

a.	Explain the 7 C's of effective communication with suitable examples.	2	K2
b.	What is gloss phobia? Explain effective techniques that help build confidence and overcome stage fear.	2	K3

**5. Attempt any one part of the following:**

**07 x 1 = 07**

a.	Outline a comprehensive strategy for preparing for different types of interviews.	3	K3
b.	Evaluate techniques for managing stage fright and handling audience interaction during a presentation.	3	K5

**6. Attempt any one part of the following:**

**07 x 1 = 07**

a.	Critically evaluate how extempore speaking contributes to a speaker's confidence and adaptability in dynamic professional settings.	4	K5
b.	Evaluate the role of non-verbal cues, voice modulation, and clarity in enhancing interview effectiveness across formats.	4	K5



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Subject Code: BBA204

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7. Attempt any *one* part of the following:

07 x 1 = 07

a.	What is a resume? Discuss the essential components of a professionally crafted resume and explain how each contributes to a successful job search.	5	K2
b.	Define stress and explain its common signs, symptoms, and impact on personal and professional life.	5	K2

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