

Professional Course Examination, May 2024

(CBCS)

(2nd Semester)

BACHELOR OF COMPUTER APPLICATIONS

(Personality and Soft Skills Development)

Full Marks : 75

Time : 3 hours

The figures in the margin indicate full marks for the questions

1. Answer the following briefly : 5×3=15
- (a) What is motivation?
 - (b) Define communication skills.
 - (c) What do you understand by e-mail communication?
2. What do you mean by time management? Suggest ways on how to manage time effectively in a stressful, time pressured situation. 3+12=15

OR

“The best example of leadership is leading by example.” In the light of this statement, what are the essential skills of a successful leader? Explain. 3+12=15

3. Explain the various elements that appear at the back matter of a report writing. 15

OR

Bring out the differences between Abstract and Summary in terms of function, content and length. 15

4. Write letters on any *two* of the following :

7½×2=15

- (a) Assuming you are the Purchase Officer of M/s Enterprise, Zarkawt. Draft a letter of enquiry to Brightway Retail Shop for the below-mentioned items. Invent the necessary details regarding their size, shape, colour, etc. :

Office chairs	20
Steel almirah	07
Wooden tables	15
File racks	23

- (b) Imagine yourself as the Manager of Cozy Mattress, Dawrpui. You have received an angry letter from your customer about the missing mattress he bought from your shop. Write an adjustment letter offering replacement.
- (c) You are the Librarian of Mizoram University, Tanhril. Write a letter to Lianchhungi Book Store, Aizawl, complaining about the damaged books that you ordered. Demand a replacement.
- (d) As a Sales Manager of Modern Mart, Bara Bazar, write a letter to the Manager of ZN Enterprise, Chaltlang, ordering stationery items.

5. Explain the techniques for writing effective e-mail.

15

OR

Write a job application in respond to an advertisement given below. Provide resume :

15

Bungkawn Middle School II

WANTED

A young and experienced post-graduate candidate for the post of English Teacher—candidate must have minimum 3 years experience in a reputable school—age 25–30 years, eligible candidate may apply to the Office of the Principal on or before 25th October, 2024.

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