

B.Sc. FOOTWEAR TECHNOLOGY (BSCFWT)

Term-End Examination

December, 2013

BFWE-020 : MANAGERIAL DEVELOPMENT

Time : 3 hours

Maximum Marks : 70

Note : All questions are compulsory

1. Write short notes on the following : **3x5=15**
 - (a) Process of group discussion
 - (b) Types of group discussion
 - (c) Overcoming mistakes in group discussion.

2. As the Purchase Manager of Satyam Computers, 9, Naidu Road, Hyderabad, you had ordered two dozens Personal Computers from Hindustan Computers Ltd (HCL), 140, M.G. Road, Bangalore. When the consignment arrived, you found some of the pieces in damaged condition. Write a complaint letter to the Sales Manager of the Company asking for repair, replacement and compensation. **15**

3. Discuss how meetings and group discussions are very important for growth in an organisation. **10**

4. Write a detailed note on the techniques of writing effectively. **20**

5. Discuss the ways of over-coming the common mistakes in an interview. **10**