

**MASTER OF BUSINESS
ADMINISTRATION (RETAIL SERVICES)
(MBARS)**

Term-End Examination

December, 2012

**MRS-023 : SOFT SKILLS (INTERNATIONAL
RELATIONS AND PRESENTATION)**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. Enumerate the different styles of communication with appropriate examples. 20
2. What is the role and importance of emotional intelligence at the workplace ? 20
3. Public recognition is an excellent means of motivation. Do you agree ? Give reasons. 20
4. In order to lead, one must learn to follow. How far is this true ? 20
5. What are the various steps that lead to vocational success ? 20

6. 'Honesty is the best policy' has become an outdated concept. How far do you agree with this view ? 20
7. Is it important to update one's knowledge and skills throughout one's career. Give reasons. 20
8. You have been asked to make a welcome speech at an Annual General Body meeting of share holders. Please prepare the script for a 5 minutes presentation (20 lines). 20
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