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

Term-End Examination

June, 2012

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

Time : 2 hours

Maximum Marks : 50

Note : Attempt five questions in all. All questions carry equal marks.

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1. What according to you, are the aims of communication ? 10
 2. What part do emotions play at the workplace ? Illustrate. 10
 3. How can good relationship be built up at work ? 10
 4. What are the attributes of a good leader ? 10
 5. Why is continuous updating of skills important ? 10
 6. Why are values important for an organisation ? 10
 7. What is the importance of a good beginning and a good ending in a presentation ? Give examples. 10