

**CERTIFICATE IN HOSPITAL  
ADMINISTRATIVE ASSISTANTSHIP (CHAA)**

**Term-End Examination**

**June, 2012**

**BHAI-001 : PERSONALITY AND SKILLS  
DEVELOPMENT**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Answer all questions. Internal choice is given in some questions. For objective type questions only write the answer indicating the question number and its sub part clearly.*

1. Write short notes on the following :

Attempt *any four* questions.

**4x5=20**

- (a) MOT
- (b) Hair Textures
- (c) Non Verbal Communication
- (d) Consonants
- (e) Conflict as a 'Problem'.
- (f) Initiating a Telephone Call.

2. Short answer type questions. Describe in not more than 3-4 lines :

**10x2=20**

- (a) What is a 'Push off' handshake ?
- (b) How do you put a 'call on hold' ?
- (c) What are the norms for making sales telephone calls to residence ?

- (d) What do you mean by 'Proxemics' ?
- (e) Name any two ways in which people normally deal with conflict.
- (f) Define 'Software'.
- (g) What vitamins should be there in your diet for healthy and glowing skin ? Give significance of any one.
- (h) Define 'Monothongs'.
- (i) What is the use of 'Power Point' ?
- (j) List out the results of poor listening.

3. Fill in the blanks :

10x2=20

- (a) Body odour can be avoided by using \_\_\_\_\_ and \_\_\_\_\_ regularly.
- (b) \_\_\_\_\_ is destructive both for the nail and the cuticle.
- (c) Dry hair requires \_\_\_\_\_ shampoo.
- (d) \_\_\_\_\_ is how you say something.
- (e) \_\_\_\_\_ sounds express emotions and feelings in your sentences.
- (f) \_\_\_\_\_ means repeating what the speaker has said in your own \_\_\_\_\_.
- (g) In the \_\_\_\_\_ World, Friday is the day of rest.
- (h) The \_\_\_\_\_ reveals your feelings, emotions and attitude towards the caller.
- (i) In planning your talk, the \_\_\_\_\_ message must be decided first by the speaker.
- (j) Facial cleaning is technically known as \_\_\_\_\_.

4. State whether *TRUE* or *FALSE* ( 'T' for TRUE and 'F' for FALSE) : 10x1=10

- (a) A positive attitude towards work makes the job seem easy.
- (b) W/S is not supposed to brief the patient or attendant about the hike in all the rates attached with the shifting to higher category.
- (c) Apply eye liner and seal it with a kajal
- (d) Any type of soap works fine to remove make-up but may not be effective in removing dirt.
- (e) Use of a pointer, pen or finger to point at an individual may be perceived offensive.
- (f) The ideal rate of speech is 100 words per minute.
- (g) In Russia the businessman's wardrobe demonstrates the individual's image as a professional.
- (h) Greetings are not mandatory for all.
- (i) A positive attitude towards work makes the job seem easy.
- (j) 91% of unhappy customers will give you another chance.

5. Answer *any two* of the following : 2x5=10
- (a) Explain the different kinds of 'transactions'.
  - (b) What is a 'Communication Loop' ?
  - (c) Explain any five 'output devices' in brief.
6. Answer *any two* of the following : 2x10=20
- (a) What are the basics of a handshake ?
  - (b) What are the different elements of modulation and their use ?
  - (c) Explain the different problem solving techniques.
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