

**POST GRADUATE CERTIFICATE IN  
INFORMATION AND ASSISTIVE  
TECHNOLOGIES FOR INSTRUCTORS OF  
VISUALLY IMPAIRED (PGCIATIVI)**

**Term-End Examination**

**June, 2019**

00542

**MVEI-014 : COMMUNICATION SKILLS**

*Time : 2 hours*

*Maximum Weightage : 35%*

**Note :** *All questions are **compulsory**. All questions carry equal weightage.*

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1. Write short notes on any **four** of the following in about 150 words each. Give examples where necessary.
  - (a) Difference between a Telephone Conversation and a Face-to-face Conversation
  - (b) Making a Portfolio
  - (c) Stages of a Presentation
  - (d) Steps in Writing Reports
  - (e) Writing a Self-profile
  - (f) Greeting People

2. Answer the following question in about 600 words :

Assume that you have selected a company you want to work for and the position you want to be hired for. Then answer this question : 'Why should this employer hire you to do this job ?' Write a detailed self-profile.

**OR**

Select a company you would like to work for and a position you would like to have within the company. Write a letter of application in which you explain your qualifications and request an interview. Also write a brief CV of yourself.

3. Imagine that your Managing Director has asked you to investigate the health and safety provisions in your company's offices. Write a report to your MD, together with the recommendations.
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