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MVEI-014

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

Term-End Examination

June, 2021

MVEI-014 : COMMUNICATION SKILLS

Time : 2 Hours

Maximum Weightage : 35%

Note : (i) *All questions are compulsory.*

(ii) *All questions carry equal weightage.*

1. Write short notes on any **four** of the following in about **150** words. Give examples where necessary :
 - (a) Importance of work ethics
 - (b) A survey report

- (c) Stages of a presentation
- (d) Creative job hunting : Some ways
- (e) Features of a good conversation
- (f) The relation between sound and spelling

2. Answer the following question in about **600** words :

Your company has a new MD who has asked all employees to write a report describing their job profile so that they may be appropriately trained. So, write your job profile and also write about which areas you would like to be trained in; what kind of training you expect; why you would like to be trained in that particular area.

Or

Write a letter introducing your company to a prospective customer. Include in it :

- (a) The services and products that your company offers (give details of both).
- (b) Why your company would be best suitable to your customer ?

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- (c) What special features does your company have ?
- (d) Suggest the date and time which might be convenient to your customer.

3. Answer the following question in about **600** words :

Every Diwali a company gives its customers gifts ranging from diaries and calendars to silver items. The financial manager of the company says its too expensive and wants to stop the practice. The sales manages disagrees. Write a dialogue between the two, stating each person's point of view.