CERTIFICATE IN HOSPITAL ADMINISTRATIVE ASSISTANTSHIP (CHAA)

00466

Term-End Examination

December, 2010

BHAI-001 : PERSONALITY AND SKILLS DEVELOPMENT

Time : 3 hours   *Maximum Marks : 100*

Note : *All questions are compulsory. Read all questions carefully. Internal choice is given in some questions. For objective type questions only write the answer indicating the question number and its sub-part clearly on your sheet.*

1.   Write short notes on the following. Attempt *any four* questions :   4x5=20

(a)   Feeding the skin

(b)   Types of faces

(c)   Ways to improve listening skills

(d)   Intimate customers

(e)   Hardware

(f)   RAM

2. Short–answer type questions. Describe in *not* more than 3-4 lines : **10x2=20**

   (a) Write four 'informal attire'.

   (b) Define 'the dead fish' handshake.

   (c) Define the term 'feedback' in the communication process.

   (d) Define 'proxemics'.

   (e) What are monothongs ?

   (f) What are consonants ?

   (g) Write two do's and two don'ts of a telephone call.

   (h) What are voiced - consonants ?

   (i) What do you mean by 'Transaction stimulus' in TA ?

   (j) Draw the diagram of 'Basic model of communication'.

3. Fill in the blanks : **10x2=20**

   (a) Extra foot care is required for _____ .

   (b) Diamond shape of face is a cross between _____ and _____ oval.

   (c) When only a few fingers and thumb grasp the palm for the shake, it is called a _____ .

   (d) Never start sentences with _____ and never end sentences with _____ and right.

   (e) Parents, brothers, sisters, spouse etc. are _____ customers.

   (f) In the Muslim World, _____ is the day of rest.

(g) _____ are an appropriate topic of conversation in most cultures.

(h) Eric Berne-said that _____ communication, particularly face to face, is at the centre of human _____ relationships and psychoanalysis.

(i) If the hand is offered first with the palm facing down, it indicates _____.

(j) The user puts in _____ into the computer and asks it to _____ this data.

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

(a) Unwanted hair removal involves waxing, shaving, threading or depilatory creams.

(b) Colors such as tans, browns, burgundy, wine and blood- red work well on Indian skin.

(c) The main disadvantage of speaking too fast is you cannot be understood easily.

(d) No information is lost if we listen passively.

(e) You should subject defenseless others to cell phone conversations.

(f) Aggression is a gentle passive emotion that keeps us in check.

(g) When we see a patient's child tampering with hospital furniture/property, we must gently tell the child not to do so.

(h) Exploring other solutions more than your own is sometimes necessary in problem-solving.

(i) Data is a collection of numbers, alphabets or some facts and numbers.

(j) Hospital staff must be made aware that deleting data on a computer system doesn't always result in erasing the data.

5. Write the full forms of the following : 1x5=5

   (a) W/S _____

   (b) RAM _____

   (c) ROM _____

   (d) PS _____

   (e) VDU _____

6. Correct the Indianisms : 1x5=5

   (a) Give me a ring

   (b) Give an exam

   (c) How did you find the place ?

   (d) What is your good name ?

   (e) I am understanding it now.

Answer *any one* of the following : 1x10=10

7. (a) What are the points to remember for the work place as far - as - grooming is concerned ?

   (b) Define SOP's. Write down the SOPs for ambulance charges and interims ?

8. Mention five conflict management styles. Explain in detail the four other methods of resolving conflict peacefully ? 1x10=10

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