

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

**Term-End Examination 00995
December, 2011**

**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** (4) questions : **4x5=20**
 - (a) CTM
 - (b) Basis of effective communication
 - (c) Criticism vs. complaint
 - (d) External customers
 - (e) Software
 - (f) ROM

2. Short answer type questions. Describe in not more than 3-4 lines : **10x2=20**
 - (a) Write two significances of wearing a uniform.
 - (b) Define 'bone crunches' handshake.
 - (c) Define 'Moment of Truth'.

- (d) Define 'Chronemics'
- (e) What are Diphthongs ?
- (f) What are unvoiced consonants ?
- (g) What is modulation ?
- (h) Mention (4) four tragic phrases in telephone etiquettes.
- (i) What are vowels ?
- (j) What do you understand by the term 'Transaction Response' in TA ?

3. Fill in the blanks :

10x2=20

- (a) SPF stands for _____.
- (b) Dry hair requires _____ shampoo.
- (c) Smoking causes _____ stains on nails and teeth.
- (d) Between business people, the _____ handshake gives a bit of a chance to communicate positive thoughts.
- (e) Never show your _____ to the audience or _____ nervously in front of them.
- (f) Transactional Analysis is a theory of personality and a systematic psychotherapy for _____ and _____ .
- (g) Customer service therefore is doing _____ things extraordinarily well and going beyond what's _____ .
- (h) _____ and _____ are extremely important mixture among most cultures.
- (i) Types of actions that cause conflicts are _____, insufficient resources and personal chemistry.
- (j) Software is actually a large collection of several sets of _____ .

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

- (a) Taking good care of your teeth is not one of the smartest health investments one can make.
- (b) Make-up is meant to conceal your facial features and enhance flaws.
- (c) Practice is the only thing that makes one confident and good at almost anything.
- (d) Consonants can be spoken alone without vowels.
- (e) It is appropriate to say "It was nice to see you " to someone you know well.
- (f) Never tell the caller why the person is not available unless they are in a meeting with a customer, or on another line.
- (g) If we see a patient has littered in our area, e.g. thrown an empty chocolate wrapper, we must tell the patient to clean up.
- (h) Body movements of an assertive person are strict facial expression and a rigid posture.
- (i) The actual speed of computer depends upon the ALU and its use.
- (j) Appropriate confidentiality agreements should never be put in place with all employees, contractors and service providers.

5. Match the columns A and B :

5x1=5

S.No	A		B
1.	Ctrl S	a.	For copying a document
2.	Ctrl P	b.	For saving a document or part of it
3.	Ctrl C	c.	For pasting a document
4.	Ctrl V	d.	For cutting or deleting any document or the highlighted part of it.
5.	Ctrl X	e.	For printing a document

6. Correct the Indianisms ?

1x5=5

- She has three childrens
- His hairs are coloured with henna
- Open your shoes and walk in.
- Have the chair and sit please.
- Where you buy that shirt ?

7. Answer *any one* of the following :

1x10=10

- Write ten grooming tips for the hospital.

OR

- Explain the Eric Berne contribution to the theory of Transactional Analysis. Explain the Ego - state model by describing three ego states.

8. Answer *any one*.

1x10=10

- (a) Discuss systematic problem-solving techniques.

OR

- (b) What makes a good speaker ? What are the steps for preparing a speech ?
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