

00709

MASTER OF BUSINESS  
ADMINISTRATION RETAIL SERVICES  
(MBARS)

Term-End Examination

June, 2013

MRS-023 : SOFT SKILLS (INTERPERSONAL  
RELATIONS AND PRESENTATIONS)

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. What are the points to be kept in mind when making a welcome speech ? Give appropriate examples. 20
2. How does an informal communicative style help employees to bend at the workplace ? 20
3. An autocratic leader gets the best results. Do you agree ? Give reasons. 20
4. Discuss the role of physical activity in reducing stress. 20
5. How important is setting of goals in career planing and development ? Illustrate. 20

6. Success can be achieved only by material achievements. How far do you think this is true? 20
7. What are the essential components of a good presentation? Illustrate your answer with suitable examples. 20
8. Comment on the statement in 20 sentences. 20  
"We must update our knowledge and skills on a continuous basis to grow in our career".
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