

**BACHELOR'S DEGREE IN LIBRARY AND  
INFORMATION SCIENCE (REVISED)**

**Term-End Examination 05342**

**June, 2016**

**BLI-225 : COMMUNICATION SKILLS**

*Time : 3 hours*

*Maximum Marks : 70*

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*Note : Answer all questions.*

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1. **Read the passage and answer the questions that follow in your own words :**

Job interviews can be difficult and stressful. If you are currently looking for work and preparing yourself for an interview there are a few areas to consider in order to master an interview. They are :

**Practice :** The first thing needed is practice, as "Practice makes perfect". This is especially true when it comes to job interviews. The more you practice, the better you will become. The best way to practice for an interview is to look at the typical questions that are asked during the interview. While some of the questions may be different, there are a few generic questions that will be asked commonly. However, it isn't just enough to know the answers to these questions. You must know how to answer them. The way you answer is just as important as the questions themselves.

When attending an interview, you should be able to explain with examples how you've used your skills and experience to solve problems. You thus build your credibility and impress the person interviewing you. Anyone can list their skills on a piece of paper. However, it takes a high level of skill to explain these things in detail during the interview process.

**Prepare :** The next thing needed is to be prepared. The best way is to review the common questions which will be asked. Never allow yourself to be caught off guard. Surprises lead to failure, and can stop you from getting the job. Learn the name of the person who is conducting the interview, and use it while speaking to them. This conveys the message that you are professional and polite.

**Attire :** Once you are prepared, you will next need to dress appropriately for the interview. Proper interview etiquette requires interviewees to be in attire that is fitting to the environment around them. Always remember not to overdress and under-dress. Along with dressing well and decently, neatness in appearance matters a lot too. Clothes should be well-pressed and aptly worn. Shoes should be polished and must be appropriate for the occasion. A pair of black shoes for men is a neutral and safe colour that goes along with any colour of the suit. Ladies must refrain from shoe colours that are too bright especially if it does not complement the dress worn. Hair should be well-combed and nails must be properly trimmed. Keep the make-up and cologne or perfume light. Make sure you wear minimal and unobtrusive jewellery. Do not wear bracelets, bangles or anklets that make a rattling sound.

**Body language** : Everybody uses body language, but it takes place mostly at a subconscious level. It gives out a lot of information on the type of person one is. Based on the body language it can be seen if one comes across as insecure or self-assured, a busy or a quiet type, stressed out or relaxed and whether one is speaking truthfully or not.

- (a) Say whether the following statements are true or false : 5
- (i) In any interview situations most of the questions are those which are commonly asked in all interviews.
  - (ii) It is important to answer all the questions asked in an interview.
  - (iii) It is not important to know the name of the person who is interviewing you.
  - (iv) Ladies must wear make-up and wear jewellery so that they look good at an interview.
  - (v) The best way to practice for an interview is to look at the typical questions that are asked during the interview.
- (b) Answer the following questions :
- (i) What do you think are some of the generic questions that are commonly asked at interviews ? List four such questions. 2
  - (ii) Keeping the suggestions given in the section on 'attire', how would you dress for an interview ? 2
  - (iii) Give an appropriate title to the passage. 1

- (c) Give the opposite of the following words : 10
- (i) Peaceful
  - (ii) Previously
  - (iii) Specific
  - (iv) Success
  - (v) Rude

2. Write short notes on any two of the following : 10
- (a) Effective Presentation
  - (b) Some basic guidelines for good writing
  - (c) Importance of Portfolio
  - (d) Conducting a Survey

3. Write a dialogue on the following : 20
- Two friends are discussing whether being able to communicate effectively is more important than academic brilliance for a librarian. Give both views in your discussion. Write in 10 conversation rounds.

4. What point should be kept in mind while preparing a portfolio? Based on that prepare your own portfolio. 10

5. Complete the following sentences by Putting the verbs in the Simple Past, Past Perfect or Past Continuous Tense : 10

- (a) Although we \_\_\_\_\_ (invest) a lot of money in the project, we \_\_\_\_\_ (decide) to pull out of it.
- (b) When his father \_\_\_\_\_ (die) he \_\_\_\_\_ (run) the business.

- (c) Zana Lotha \_\_\_\_\_ (be) in charge of the shop in Wokha before he \_\_\_\_\_ (take) over the company.
- (d) While my father \_\_\_\_\_ (build up) the business in the North, I \_\_\_\_\_ (do) the same in the south.
- (e) While Therali \_\_\_\_\_ (talk) to the manager, the workers \_\_\_\_\_ (pack) the garments ready for dispatch.
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