

00311

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

Term-End Examination

June, 2017

MVEI-014 : COMMUNICATION SKILLS

Time : 2 hours

Maximum Weightage : 35%

Note : *All questions are compulsory. All questions carry equal weightage.*

1. Write short notes on **any four** of the following in about **150** words each :
 - (a) Features of a good conversation
 - (b) Writing a Portfolio
 - (c) A good Curriculum Vitae (CV)
 - (d) Effective use of Body Language
 - (e) Art of greeting people
 - (f) Importance of small talk in business

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

Your college is the best in your city. Prepare a *presentation* for foreign students on different aspects of your college and college life.

OR

You want to speak to Ajai Kohli (Manager). His secretary says he is not in office. Write a telephonic conversation between yourself and his secretary fixing a later appointment. Also say why you want to meet him. You may begin in the following manner.

Secretary : Ajai Kohli's office

You : May _____ ?

(you make take upto 20 turns each)

3. Answer the following question in about 600 words.

You are a team leader in your organisation. Write a *report* to your boss on the poor sales performance of your team in the area assigned to you. Explain why has this happened and how you plan to improve sales in the next quarter.
