98800

ADVANCE CERTIFICATE IN SPOKEN ENGLISH AND PERSONALITY DEVELOPMENT

Term-End Examination December, 2010

OSSI-003: LIFE SKILLS - I (CSEPD)

Time: 2 hours Maximum Marks: 60

Note:

- (i) This paper has Six questions.
- (ii) All questions are compulsory.
- Read the passage below and answer the questions 10 that follow:

Handshake is the most common form of greeting the world over. It has replaced many traditional greetings. Handshakes are used for greeting as well as while parting, for congratulating and expressing gratitude. It is also used as a sign of good sportsmanship. In the professional arena, handshake is the expected form of greeting.

People often judge others by the way they shake hands. A dry and firm handshake makes a good impression on the person with whom you are interacting. If you are shaking hands with someone, that person needs to know that you are a warm, confident and reliable person. You can also judge others by the way they shake your hand.

Another important aspect of a handshake is eye contact. While initiating the handshake, you should smile, look into the person's eyes and verbally greet him or her. If you look left or right, or above the person's head and not directly at the person, you will come across as a shifty, untrust worthy and sly person.

In a professional environment remember that when meeting a senior, do not be the first to extend your hand. When the other person has injured his right hand, do not initiate a handshake. A handshake must be accompanied by a warm smile and some conversation. A handshake can be effectively used for a range of purposes.

- (a) Mention two points that one needs to keep in mind during a handshake.
- (b) What must be indicated through a handshake?
- (c) When mustn't one extend a hand for a shake?
- (d) If a handshake is not supported by eye contact, what is deduced?
- (e) Give meanings of
 - (i) shifty (ii) gratitude

- 2. Write a resume on the basis of the information given. You are Arvind Sood. You have done B.A. (Hons) with Maths. You have also done a diploma course in Sales and Marketing. You have worked for Tasty Treats, for three months, on a stipend.
- 3. Write an essay, in about 100-200 words, on any one of the topics given below:-

10

- (a) Cellphone Etiquette.
- (b) Listening skills and their importance.
- **4.** Based on your understanding of Life Skills state whether the following sentences are True or False.

10

- (a) Stress helps when meeting a deadline.
- (b) Overambition causes undue stress.
- (c) Office politics is there only in bad work places.
- (d) A resume can be written in any format.
- (e) Being late for an interview is pardonable.
- (f) One can wear a sweat shirt for an interview.
- (g) The interviewee must be polite only to the interview panel.
- (h) The candidate for a job should talk about his strengths and weaknesses, if asked.
- (i) Women must always be turned out in western formals for an inter-view.
- (j) Personalised handshakes are best avoided in office.

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	ed on y ons :-	our study of Life skills, tick the correct	10	
	Body language			
	(i)	must not be ignored		
	(ii)	can be over looked		
٠	(iii)	is an unnecessary frill		
(b)	Befor	re going for an interview, one must		
	(i)	buy new clothes and shoes		
	(ii)	reach the venue on time		
	(iii)	wear a strong cologne/perfume		
(c)	Shoes must match			
	(i)	the colour of the shirt		
	(ii)	the colour of the socks		
	(iii)	the colour of the trousers		
(d)	A person with crossed arms suggests:			
	(i)	a closed personality		
	(ii)	he/she is angry		
	(iii)	is naughty		
(e)	Good	d table manners suggests		
	(i)	eat comfortably as one does at home		

sit straight and not slouch

place arms on the dining table

(ii)

(iii)

- (f) Time management enables one to
 - (i) change the time slots
 - (ii) pack more in the time available
 - (iii) organise tasks on an annual basis
- (g) It is alright to
 - (i) start work without any planning
 - (ii) let things happen on their own
 - (iii) plan mentally and/or on paper
- (h) Feedback is
 - (i) unnecessary
 - (ii) an excuse to criticise and condemn
 - (iii) unbiased, constructive inputs on performance
- (i) As a team leader
 - (i) recognise unique qualities in each member
 - (ii) feel arrogant
 - (iii) do the least bit of work
- (j) While making a presentation, one must
 - (i) run the slides in quick succession
 - (ii) establish eye contact while talking
 - (iii) do not encourage questions.

tactf	tactful, non racist, distracted, profile, conviction				
rece	recepient, relevant, audience, harmonising				
conf	rontation.				
(a)	This statement is particularly				
	for educationists.				
(b)	Team spirit helps in work				
	relations.				
(c)	doesn't help in resolving issues.				
(d)	While making a presentation, always keep				
	the in mind.				
(e)	I must know his before offering				
	the job to him.				
(f)	While talking to your superior, always				
	present your point with utter				
(g)	Always concentrate during a meeting and				
	avoid getting				
(h)	You ought to be while dealing				
	with colleagues.				
(i)	The proud of this award is				
	Ranvijay.				
(j)	Had he been in his remark, he				
	wouldn't have got into this mess.				