

00532

**ADVANCE CERTIFICATE IN
SPOKEN ENGLISH AND
PERSONALITY DEVELOPMENT**

A C S E P D

Term-End Examination

June, 2010

OSSI-006 : LIFE SKILLS - II

Time : 2 hours

Maximum Marks : 60

Note : This question paper has 6 questions.

All questions are compulsory.

1. Read the given passage and answer the questions that follow : **10**

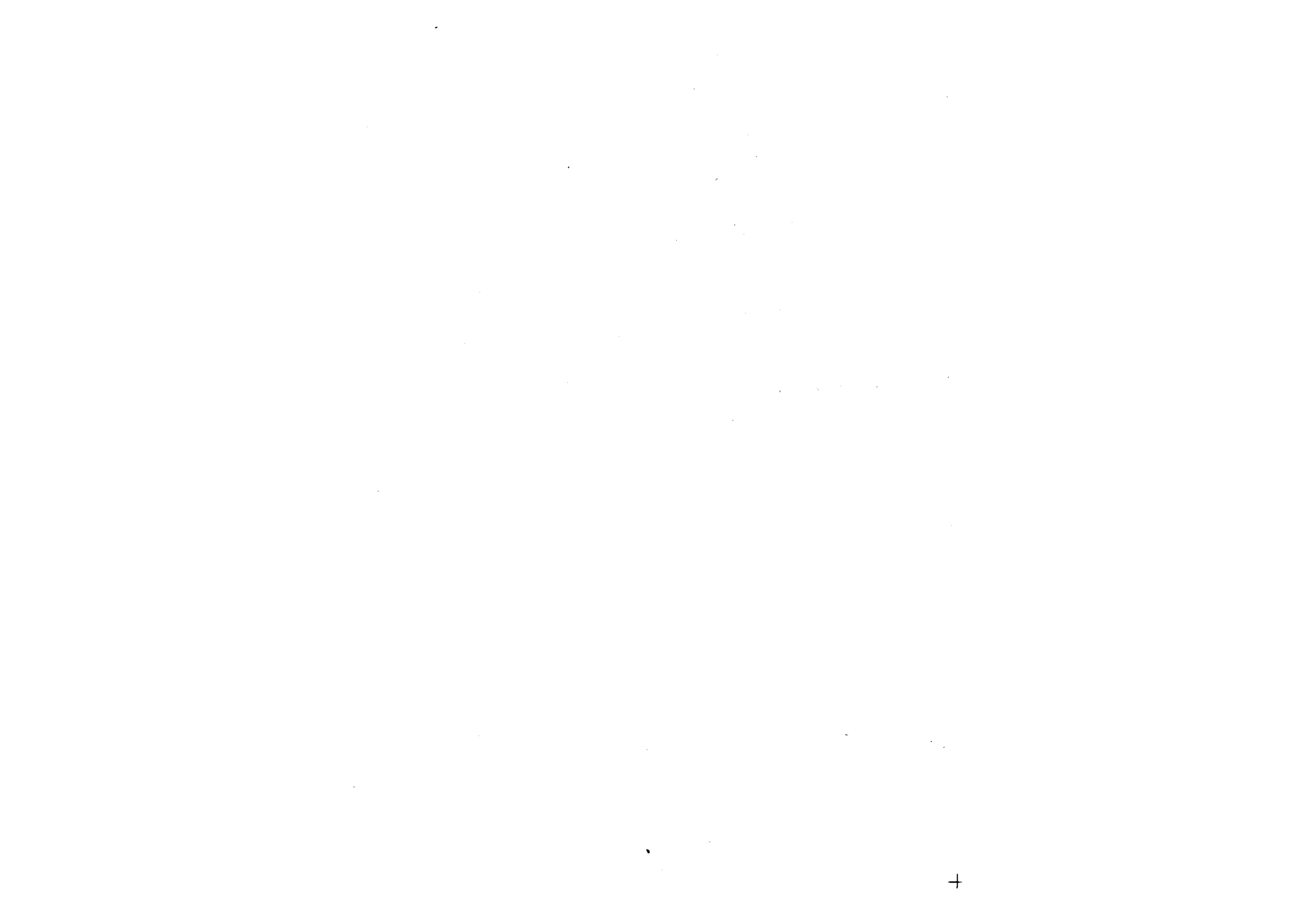
When you begin school, you are with others who are starting school on the same day. You are in the classroom together, attend classes together, and participate in different activities together. It is not much different when you start working, except that you're generally the only one who's new. You're the new employee, entering an office where people already know each other and processes are already in place. You're the only one who can't find the way to the cafeteria, doesn't know where the restrooms are you're the

only one who doesn't know how to read the boss's mood. There's a lot to learn your responsibilities, daily reports, names of people in the team. It is a tough job.

But with your never-say-die spirit, you go on. You meet new people and try to remember their faces, you study the layout of the office and learn to fall in line with its work culture.

- (a) What is the similarity between the first day at office and at school ? What is the main difference ? 02
- (b) What are some of the things you are expected to learn ? Name two. 02
- (c) What are some of the things you will try to remember ? 02
- (d) Give the meanings of the following words : 04
- (i) Participate
 - (ii) Cafeteria
 - (iii) never-say-die
 - (iv) layout
2. Write your 'resume' using the information given below. You can give additional information where you think fit. 10
3. Write an essay of about 180-200 words on *any one* of the following : 10
- (a) Customer service
 - (b) Leadership skills

4. Write an email to your team giving the information about the annual party. Mention day, date, time and venue. **10**
5. On the basis of your study of Life skills, put a tick on the correct option : **10**
- (a) While writing a cover letter you must :
 - (i) know what to write
 - (ii) copy from someone
 - (iii) use a casual tone
 - (b) Before sending the cover letter you must :
 - (i) ensure it is detailed
 - (ii) run a spell-check
 - (iii) not revise it
 - (c) Before writing and sending your 'resume', check :
 - (i) that all information is correct
 - (ii) that it is decorative
 - (iii) that it looks impressive, even if not true
 - (d) While drafting the cover letter you must :
 - (i) not put the date
 - (ii) write your complete address
 - (iii) not put your signature
 - (e) While going for an interview you must wear :
 - (i) sports shoes
 - (ii) western formals
 - (iii) casual wear



- (f) While making a call, you must :
 - (i) be polite
 - (ii) be rude
 - (iii) not talk at all
- (g) When the person you called is busy in a meeting you must :
 - (i) disconnect at once
 - (ii) insist on talking
 - (iii) get angry at him
- (h) Sunil has long hair; for an interview :
 - (i) he should cut it short
 - (ii) tie a pony tail
 - (iii) oil it and go
- (i) At an interview, women should :
 - (i) show off
 - (ii) wear minimal make-up
 - (iii) wear jewellery
- (j) Before starting a negotiation you must :
 - (i) keep a goal in mind
 - (ii) keep talking continuously
 - (iii) be impolite

6. On the basis of your study of life skills, fill in the blanks with correct words. 10

- (a) _____ is the ability to transfer thoughts and ideas from one to another.
- (b) Most companies provide _____ to their employees.

- (c) Conveying the _____ is clear, simple terms is important.
 - (d) These days the cost of _____ has become really high.
 - (e) Professionals spend only _____ time with their families.
 - (f) In today's _____ world, it is likely that you will change your job five-six times.
 - (g) Daily meetings between executives and their _____ is recommended.
 - (h) The job of the boss is to _____ by example.
 - (i) Always be well _____ at work; it makes you look good and confident.
 - (j) If you have a real difference of opinion with your boss, you should _____.
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