

**CERTIFICATE IN HOSPITAL
ADMINISTRATIVE ASSISTANTSHIP (CHAA)**

Term-End Examination

June, 2010

**BHAI-001 : PERSONALITY AND SKILLS
DEVELOPMENT**

Time : 3 hours

Maximum Marks : 100

Note : Read all questions carefully. Internal choice is given in some questions. For objective type questions only write the answer indicating the question number and its sub-part clearly on your sheet.

1. Write short notes on the following. Attempt *any four* questions : 4x5=20
 - (a) CTM
 - (b) Basics of handshake
 - (c) Five worst greetings
 - (d) Conflict as a problem
 - (e) Elements of modulation
 - (f) RAM

2. Short-answer type questions. Describe in *not* more than 3-4 lines : 10x2=20
 - (a) Define conflict.
 - (b) What do you mean by 'no loose threads' ?
 - (c) Explain the 'bone cruncher' hand shake.

- (d) Write the 'types-of-customers' ?
- (e) What are the rules for fighting fair ?
- (f) What do you mean by 'Moment of Truth' ?
- (g) Define CPU.
- (h) What are Internal Customers ?
- (i) What is the function of 'mouse' in computers ?
- (j) Define ROM.

3. Fill in the blanks : 10x2=20

- (a) Jeans/Tee shirts and salwar kameez are _____ attire.
- (b) When only a few fingers and thumb grasp the palm for the shake, it is called a _____.
- (c) The main disadvantage of speaking _____ is you cannot be understood easily.
- (d) _____ are techniques used at the first session/meeting to reduce tension and anxiety, and also to immediately involve the audience in the course.
- (e) Ideal, purpose, material consideration, _____, control, _____ and _____ make a good speaker.
- (f) CPU has three parts namely _____, control unit and _____.

- (g) Software is actually a large collection of several sets of _____.
- (h) An excel sheet contains 65536 number of _____ and 256 number of _____.
- (i) A customer is someone who depends on the _____, quality and _____ of someone else's work.
- (j) Facial cleansing is technically known as _____.

4. State whether *True* or *False* ('*T*' for True and '*F*' for False) : 10x1=10

- (a) Apply fragrance to your skin and pulse points only.
- (b) The ideal rate of speech is 100 words per minute.
- (c) Paraphrasing means repeating what the speaker has said in your own words.
- (d) It is appropriate to say "It was nice to meet you" to someone you know well.
- (e) Colours such as tans, browns, burgundy, wine and blood-red work well on Indian skin.
- (f) Data is a collection of numbers, alphabets or some facts and numbers.
- (g) The work that is done on data is process.

- (h) Eye contact is essential only when the speaker is physically present.
- (i) The tone of your voice reveals feelings and emotions and attitude towards the caller.
- (j) If we see a patient has littered in our work area, e.g. thrown an empty chocolate wrapper we must tell the patient to clean up.

5. Answer *any two* of the following : 2x5=10

- (a) Explain 'Break big problems down into smaller ones'.
- (b) Discuss briefly any five conflict management styles.
- (c) Discuss briefly 'Proxemics' and 'Chronemics'.

6. Answer *any two* of the following : 2x10=20

- (a) Explain in detail 'Criticism vs Complaint'.
- (b) Explain the basic model of communication ? How effective communication happens ?
- (c) Explain the Eric Berne contribution to the theory of Transactional Analysis ? Explain the Ego-State Model by describing three ego states.