



INDIAN INSTITUTE OF
INFORMATION
TECHNOLOGY

End Semester – July 2021

Course Code: HS102

23/07/2021

Course Title: Professional Communication

Total Marks: 50

Name, Branch, Reg.No:

1. Understanding the self takes us to a long run in career and life. Every little success starts with self-realization. The very first step for self-understanding is a SWOT analysis. Furnish the given table with your strengths, weaknesses, opportunities, and threats/challenges. **[1*10 = 10 marks]**

Your answers could be just words or in phrases that explains the qualities.

	STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS/CHALLENGES
1				
2				
3				
4				
5				

2. Assuming that you are in an interview answer the given technical and non-technical questions **[4*5 = 20 marks]**

A] Elucidate those traits of yours that make you unique from other candidates?

B] Who is your role model? What have you incorporated from that person?

C] Expound one real time situation where you have emerged as a leader

D] Which data structure can be used to effectively represent an index of a book? Why?

3. Draft an email to a customer care manager of an online shopping platform for the delay in refunding a defective product that was received and returned. **[1*20 = 20 marks]**

THE BEST