

	UNIVERSITY OF RUHUNA	No of Pages : 01
	FACULTY OF TECHNOLOGY	No of Questions: 04
		Total Marks : 60
TCS 2122 – Soft Skills		
BACHELOR OF ENGINEERING TECHNOLOGY DEGREE/ BACHELOR OF INFORMATION AND COMMUNICATION TECHNOLOGY DEGREE		1 ½ Hours
FIRST SEMESTER END EXAMINATION – OCTOBER 2018		
Instructions Answer three (03) questions including question number one .		

Question 01:

Dilemma- Purchase of a Television

Scenario

A customer walks in to the TV store and looks for assistance to buy a television. He spots two sales assistants by their uniforms, but they are deep in a conversation without paying any attention to him.

- If you were the customer, explain possible actions you may take in that situation.
- If you were a newly recruited employee in the shop after seeing what had happened, explain how you may respond to the situation.
- If you were the branch manager of the TV shop, explain how you would provide a solution when the customer complains about this bad experience.

(30 Marks)

Question 02:

State briefly types-of possible stress you encounter at the university and propose coping mechanisms to manage the level of stress.

(10 Marks)

Question 03:

State, briefly, outcomes of poor time management. For enjoying the life to the fullest, explain effective time management techniques that you may practice in your life.

(10 Marks)

Question 04:

Explain, briefly, your attitude towards the university based on the tri-component attitude model. (You are required to isolate cognitive, affective, and conative elements.)

(10 Marks)