

QUESTION PAPERS WITH SOLUTIONS

ESSENTIALS OF SPOKEN AND PRESENTATION SKILLS LEVEL - I

Subject: Soft Skills

Time: 3 hours

Maximum: 50 marks

(10 x 2 = 20 marks)

PART A

Answer any 10 of the Following:

1. How will you introduce yourself to a new teacher?

Good Morning Sir/Ma'am. My name is Prashanth. I am from Chennai and I'm a first year Commerce student.

2. What are the features of informal conversation?

Informal conversation is spontaneous. Timing, participants or agenda is not scheduled in advance. It is interactive by nature. The content of the conversation is rich and varied. The language is informal. Informal conversations are used in social functions and are casual and relaxed.

3. What are the features of Effective Business Etiquette?

The word etiquette refers to the norms and standards of behaviour that govern socially accepted behaviour in any given situation. Business etiquette focuses on actions deemed appropriate in professional settings like: wearing appropriate attire, being on time, avoiding improper cell phone usage, taking care of the language you use, developing a professional handshake, etc. Business etiquette demands that you send the right messages to the right people all the time.

4. How will you perfect oral communication skills?

Oral communication is an important skill because it promotes confidence and leadership. Speak in a manner that is understood by the listener. Be consciously aware of the words you speak. Speak with etiquette. Speak with accuracy - a manner that is fully understood and comprehended, speak with brevity - keeping it short and simple; and speak with clarity - so that the idea is conveyed well.

5. Write a dialogue between a shopkeeper and customer regarding an enquiry.

Shopkeeper: Good morning Sir! May I help you?

Customer: Yes, please. I am looking for 0950 Asian Paint Old Lace.

Shopkeeper: Sorry sir. The code no. is 9050 for that particular shade.

Customer: I think I got the number wrong. What will be the price of a 20 litre can?

Shopkeeper: A 20 litre can will cost you Rs. 10,000/-

Customer: Thank you. I'll get back to you.

6. How will you enquire the route to Saidapet from Anna Nagar and what other details will you gather?

Ask at the enquiry counter of the bus station at Anna Nagar;

Which bus takes me from Anna Nagar to Saidapet?

What route will the bus take and what is the travel time?

What is the frequency of the bus service? What is the bus fare?

7. What are Aural Skills?

The term 'Aural' pertains to hearing. Aural skill is the ability to hear something and recall it later. For musicians, literacy is defined as the ability to hear accurately in one's imagination what one sees in a score. Music learning is based on aural skill development - listening, reading and performing skills.

8. How does communication help in business?

Developing communication abilities promises a double pay off in the business world. Business success in today's competitive global marketplace largely depends on excellent communication in business such as: organizing ideas and information logically and completely, expressing ideas and information coherently and persuasively, reading and listening correctly to intended messages, and communicating effectively with people from diverse backgrounds and experiences.

9. How will you express your anger about the traffic jam to your classmate?

Why are you so angry today?

Well! I was stuck in an awful traffic jam.

But isn't that the usual thing to expect in Chennai?

Yes, but if traffic was properly regulated the delay wouldn't be so much. What makes me angry is that the authorities concerned do nothing about the frequent traffic jams on arterial roads. So much of our precious time is wasted.

10. Write a dialogue asking sorry to a friend for misplacing her pen.

Anju: Sanju I'm really sorry about misplacing the pen you gave me yesterday. I searched everywhere but I don't seem to remember where I placed it.

Sanju: Don't worry Anju, it will turn up when you least expect it.

Anju: Just let me know the brand name and I will replace it.

Sanju: Not to worry, take your time. I have two other pens.

11. Ask sorry and further modalities to a Librarian for having lost a book.

Ma'am I regret having lost the book entitled 'The World Under Water' Volume 1, which I borrowed on the 12th of last month. Kindly let me know how much I will have to pay as compensation for losing the book and I will do so at the earliest. I would like to continue my membership with the library, and assure you that such carelessness will not occur in future.

12. Make questions for the following answers.

I was standing near a balloon seller.

Answer: Where were you standing?

Athletes can run very fast.

Answer: Who can run very fast?

13. How will you resolve a conflict between two friends fighting for a window seat?

I would check out the duration of travel time and allocate equal time so that each of the two friends gets to sit at the window seat and enjoy the view outside. I would also suggest that while one watches the view outside the other reads a book on 'Everyday Humour' which I would provide.

14. Write a report on a telephonic conversation you had with your father's colleague in his absence.

Mr. Sampath of ABC Enterprises called in your absence. He said he had something of importance to discuss with you. I asked if I could take the message, but he said he preferred to talk to you directly about it. I said I would ask you to ring him as soon as you returned. So Dad, kindly call Mr. Sampath at the earliest. Thank you.

15. Write a short birthday invite for your younger sister.

Dear Priya

I am celebrating my 10th birthday on 20th March. I would like you to be present at my birthday party at 6 p.m. that evening. I promise a fun-filled evening and I look forward to seeing you.

Thank you.

Yours affectionately

Archana.

PART B

Answer any 5 of the following:

(5 x 6 = 30)

1. Write a story with these hints in about 200 words.

A group of 10 foolish boys – went to take a dip in the river – then they count – and find one missing – another boy counted – again a boy missing – boys cried – passerby enquired – then he counted – forgot to count himself – boys felt ashamed.

Once a group of ten boys decided to take a dip in the river. The day was hot and they hoped to refresh themselves in the cool waters of the river. On coming out of the river they decided to check to see if everyone was out of the water.

Dinesh the leader of the group decided to count all of them. He counted loudly and carefully but found that at the end of his counting there were only nine of them. He counted a second and a third time but arrived at the same number at the end of each count. They were all worried to note that one of them was missing.

Another boy in the group was asked to count to make sure the counting was right. He too found that there were only nine of them. They began to panic.

Suddenly a passerby noticed the agitated boys and enquired about their problem. They told him their problem and he volunteered to count them. Surprisingly when he counted there were ten of them. He immediately knew where the mistake lay. Both the boys while counting, had forgotten to count himself. The boys felt utterly ashamed of their foolishness when their mistake was pointed out to them.

2. What are the features of team presentation?

The advantages of team presentations are innumerable. Brains and talents of many are put to use. The team has to regularly meet to plan, perfect and rehearse well. Without proper planning the team will lose direction. All team members must be aware of the purpose of their presentation. The strengths and weaknesses of each member of the team should be assessed before delegating roles to them. The team should maintain a consistency throughout the presentation. Transitions between each presenter should be well planned as this can make or break the team's performance. The entire team should be on stage throughout the presentation. The team should practise every movement of theirs so that it looks professional and organized. Effective team presentations require clarity and unity of purpose, clear performance goals, and wholesome participation. Every team member should develop presentation skills to take themselves and their team to a higher level.

3. What is the etiquette needed for Business Communication?

Soft skills such as etiquette and communication are very important for success in business. Appropriate behaviour and effective communication increases the efficiency of any organization. Proper business etiquette and communication present the ideal first impression that could make a sale or close a deal. The right personal grooming, appropriate body language, a firm handshake and fluent communication skills can enhance the individual's or the company's professional image. As etiquette and communication sometimes vary in different cultures the right training is required to meet these needs. Business etiquette demands that courtesy and respect be shown to everyone in the business community.

4. **What is the difference between Extempore and Lecture?**

An Extempore or Impromptu is done without prior preparation. Speaking Extempore projects confidence. In an extempore, points should be well organized and delivered in a systematic manner within a short span of time. Extempore or Impromptu is usually mini speeches and hence there must be an opening, a body, and a conclusion. The conclusion should connect back to the opening. In an extempore one should be brief and to the point without overstating the case.

A Lecture is an exposition of a given subject delivered before an audience or class for the purpose of instruction. It is a method of teaching by discourse as is used in universities. Lectures are useful for presentation of new material, summarizing ideas, and showing relationship between theory and practice. The use of audiovisual aids will help strengthen the presentation.

5. **Frame 10 questions that can be asked while interviewing for the post of Admin Clerk.**

How would you describe yourself?

In what way do you think you could contribute towards this job?

What do you regard as the main achievement in your life?

What are some of your interests and hobbies?

What are your goals and long term plans?

How will your present knowledge and skills help in this particular job?

What would be your unique contribution to the organization?

Why have you chosen to work for this particular firm?

Would you prefer to work by yourself or with a team?

Where do you see yourself five years from now?

6. **Write down a Group Discussion on the topic of Global Warming.**

A: Global warming is the increase in temperature on the earth's surface and oceans.

B: We are all personally involved in releasing carbon dioxide into the atmosphere by burning fossil fuels while driving, flying etc.

C: Global warming is destroying biodiversity and native ecosystems.

D: There is an increase in drying of forests that result in forest fires.

A: We can reduce burning fossil fuels and use solar energy and wind power instead.

B: Since carbon dioxide is the most important greenhouse gas, planting trees can slow down or stop global warming.

C: Recycling metal, glass, plastic and paper lowers greenhouse gas emissions considerably.

D: Saving water reduces the amount of energy used.

7. **How will you report a business meeting on the change of timing and transport facility that was about to be implemented from the next calendar month?**

The Chairman invited various board members to express their views about the timing and transport facility that was to be implemented from the next calendar month.

A majority of the members felt the timing decided upon was not suitable and that better transport facilities were needed for the safety of those working late hours.

Hence it was resolved that there would be a change of timing and better transport facility to ensure the convenience and safety of all members of the firm.

The Chairman invited suggestions from the members.

The members soon arrived at a decision and the change was welcomed and approved of by the members unanimously.

The new timing and transport facilities would be implemented from the next calendar month. The details of the changes made would be circulated to all concerned.

The meeting came to a close with the Chairman thanking the members for their participation and valuable suggestions

8. Prepare a speech for the upcoming Republic Day.

Good morning! It is an honour for me to speak on this auspicious occasion. Today marks the 65th Republic Day of India. Our Constitution came into effect on 26th January 1950. The Constitution was passed by the Constituent Assembly of India on 26th November 1949 but was adopted on 26th January 1950 with a democratic system of government. Since then India has become an independent republic.

26th January was selected because it was on this day in 1930 that Purna Swaraj or the Declaration of Indian Independence was proclaimed by the Indian National Congress. Republic Day is one of the three national holidays of India, the other two being Independence Day and Gandhi Jayanthi.

As Delhi is the capital, the main Republic Day celebrations are held there. To mark the importance of the occasion a grand parade is held every year. At the start of the programme a floral wreath is laid at the Amar Jawan Jyoti, a memorial for all our soldiers who died for the country during the freedom movement and thereafter in different wars in defence of the sovereignty of the country.

Every one of us should be proud to say we are Indians as we belong to the largest democratic country in the world. We salute all those patriots who gave their lives for the cause of their motherland. Jai Hind!