

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BVoc DEGREE EXAMINATION MAY 2022  
(Sixth Semester)

Branch – HOSPITALITY MANAGEMENT

DISCIPLINE SPECIFIC ELECTIVE –II  
SOFT SKILL DEVELOPMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

1. Which of these is not the replacement for any hard or technical skills?
  - a) Soft skills
  - b) Formats
  - c) Types
  - d) Hard skills
2. Specify the sociological term which refers to the cluster of personality traits, social graces, ability with language, personal habits etc.
  - a) Hard skill
  - b) Soft skill
  - c) Technical skill
  - d) Specking skill
3. If a person has two important attitudes, those attitudes are likely to be:
  - a) Mutually consistent
  - b) Accessible
  - c) Persistent over time
  - d) All of the above
4. When discussing values that employers seek, the number one value is
  - a) Professionalism
  - b) Self – confidence
  - c) Honesty
  - d) Dedication
5. Working well in teams requires
  - a) an understanding of different communication b) a willingness to share responsibility
  - c) a willingness to share accountability d) all of the above
6. The series of positions that a person occupies throughout the life regarding job is classified as,
  - a) Organisation planning
  - b) Careers
  - c) Career planning
  - d) Learning plans
7. Which of these is not mentioned in a resume?
  - a) Address
  - b) Age
  - c) Nationality
  - d) Experience
8. CV derived from,
  - a) Latin
  - b) French
  - c) UK
  - d) USA
9. The person who questions the candidate during the interview is known as \_\_\_\_\_.
  - a) Interviewee
  - b) Interviewer
  - c) Communicate
  - d) Communicator
10. \_\_\_\_\_ interview is conducted to evaluate the achievements of subordinates.
  - a) Promotion
  - b) Exit
  - c) Assessment
  - d) Problem

Cont...

**SECTION - B (25 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 5 = 25)

- 11 a Highlight the Importance of soft skills.  
OR  
b Explain the benefits of SWOT analysis.
- 12 a Describe the formation of attitudes.  
OR  
b Explain about how to develop the positive attitude.
- 13 a Point out some important tips for a successful career planning.  
OR  
b Outline the skills needed for teamwork.
- 14 a State the Do's and Don'ts in resume preparation.  
OR  
b Define GD? Enumerate the essential elements required for GD.
- 15 a Define interview and Classify the various types of Interview.  
OR  
b Outline the Importance of dress code for an Interview

**SECTION -C (40 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 8 = 40)

- 16 a Highlight the Attributes of Soft skills.  
OR  
b Explain the process of knowing yourself.
- 17 a Elaborate about the Negative attitude, and analyze its result.  
OR  
b Differentiate between Value and Attitudes.
- 18 a Enumerate the factors to be considered while choosing a career.  
OR  
b Elucidate the role of team member in an organization.
- 19 a Write the difference between CV, RESUME and BIO-DATA.  
OR  
b Outline the characters tested in GD.
- 20 a What is body language? Explain the various types of body language.  
OR  
b Discuss the process of telephonic interview.

Z-Z-Z

END