

**Progressive Education Society's
Modern College of Arts, Science & Commerce Ganeshkhind, Pune – 16
End Semester Examination: October-2024
Faculty: Humanities and Fine Arts**

Program: **BA01**
Program (Specific): **BA**
Class: **TYBA**
Name of the Course: **SEC-1C Enhancing Employability Skills**
Course Code: **24- A 3523**

Semester: **V**

SET: **A**
Course Type: **CC**
Max Marks: **70**
Time: **3 Hrs.**
Paper:

Instructions to the candidates:

- 1) There are 4 sections in the question paper. Write each section on separate page.*
- 2) All Sections are compulsory.*
- 3) Figures to the right indicate full marks.*
- 4) Draw a well labelled diagram wherever necessary.*

Section A

Q1. Attempt any four of the following **[20]**

1. Write a job application letter for the position of a Sales Executive.
2. Discuss the key elements of an effective résumé.
3. What are the essential skills required for participating in a group discussion?
4. Explain the structure and importance of writing minutes for a formal meeting.
5. Differentiate between formal and informal English, providing examples.
6. Discuss the role of soft skills in the workplace, particularly for employees.

Section B

Q2. Attempt any two of the following **[20]**

1. Write a detailed note on the differences between descriptions, narrations, and demonstrations in communication.
2. How would you prepare for a personal interview? Discuss the key strategies.
3. Explain the key aspects of writing project proposals, with examples.
4. Discuss the importance of customer service communication skills in maintaining a brand's reputation.

Section C

Q3. Attempt any three of the following **[15]**

1. What is the purpose of writing an agenda for a meeting?
2. Define "communication" and explain its two key components.
3. Mention three important things to include in a résumé.
4. What is the significance of narration in professional communication?
5. Define English for sales services and its relevance.

Section D

Q4. Attempt any five of the following **[15]**

1. What is the role of communication in a workplace setting?

2. Give two differences between job application and cover letter.
3. Name two types of interviews.
4. What should be included in the minutes of a meeting?
5. What are the benefits of good customer service communication?
6. What is the purpose of a presentation in a corporate environment?
7. What are two key features of project proposals?