



**I Semester B.B.A. Examination, January 2025**

**(SEP Scheme) (Freshers)**

**BUSINESS ADMINISTRATION**

**Soft Skills for Managers**

Time : 3 Hours

Max. Marks : 80

**Instruction : Answer should be written in English only.**

**SECTION – A**

Answer any five sub-questions. Each sub-question carries two marks. **(5x2=10)**

1. a) What is decision making ?
- b) What do you mean by business pitch ?
- c) Define leadership.
- d) What is board room etiquette ?
- e) Who are Head-hunters ?
- f) Give the meaning of group discussion.
- g) What are interpersonal skills ?

**SECTION – B**

Answer any three questions. Each question carries six marks. **(3x6=18)**

2. Explain the importance of problem solving skills as a key soft skills for Manager.
3. Explain any three principles of effective writing for business communication.
4. Briefly explain the various roles and responsibilities within a team.
5. Discuss the importance of time management skills.
6. Write about the Do's and Don'ts during the interview.



## SECTION – C

Answer any three questions. Each question carries fourteen marks. (3×14=42)

7. Discuss in detail the various key soft skills for Managers with suitable examples.
8. Write about the 3x3 writing process for business communication.
9. Explain transactional and situational leadership.
10. What is corporate etiquette ? Discuss about any three etiquettes essential at work place.
11. Explain in detail the types of group discussion.

## SECTION – D

Answer any one question. Each question carries ten marks. (1×10=10)

12. a) Prepare a resume for the post of Sales Executive at XYZ Company.

OR

- b) Explain in detail the steps involved in planning and organizing presentation.