



**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. **(5×2=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. **(3×6=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.

P.T.O.



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 3×3 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.