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Reg. No. | | | | | | | | | |

I Semester M.B.A. Degree Examination, August - 2021

MANAGEMENT

Employability Skill Development - I

(CBCS Scheme 2019-2020)

Paper : 1.7

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Time : 3 Hours **Maximum Marks : 70**

SECTION - A

Answer any **Five** questions, each carries **5** marks. **(5×5=25)**

1. Define employability skill. What are the essential employability skill an employee require to improve his performance in an organization.
2. Next week you have an interview for the position of a corporate development associate at Aznec venture capital firm. Do a SWOC analysis of yourself. What makes you suitable for this job?
3. What are the characteristics of person with Parent ego state?
4. As a manager of an MNC how will you manage time? Show it by developing time management matrix.
5. What differences will you observe in the body language of individuals who are assertive, aggressive and passive?
6. Prepare an agenda and notice for the proposed meeting to be held on 22-06-2021 to review the sales performance of previous month.
7. Briefly explain the characteristics of complementary transactions with suitable examples.

SECTION - B

Answer any **Three** questions, each carries **10** marks. **(3×10=30)**

8. You work in the marketing department of ABC advertising company. The company has grown significantly in the past year. The CEO of the company wants to organize a company celebration to thank employees and honor special accomplishments. Draft an e-mail to your colleagues in department requesting their help in organizing the celebration.
9. What is career planning? Explain the essential elements to be considered while developing a long term career plan.

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10. "Emotional intelligence is important to deal with job stress". Discuss and explain the various component of emotional intelligence.

11. Explain the basic guideline for resume writing. Assume that there is a vacancy of human resource manager in an MNC. Write a cover letter and a tailored resume for the above requirement.

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SECTION - C

(Compulsory)

12. **CASE STUDY:** **(1×15=15)**

You work in the customer service department at Galaxy, a four-season resort in eastern Shimla. Jane a supervisor at the resort, ask you to call Mr. Anderson, who represent a software company in the northeast. Anderson and the staff of the research and development department at the software company have reserved the entire Galaxy for a few days of off-site business planning. The agenda for your call is

Agenda for the phone call to Anderson

- Greeting
- Purpose of call
- Verify reservation
- Questions
- Closing

Questions:

1. Draft your telephonic conversation with Anderson.