

**II/BCA/201**

**2015**

**( 2nd Semester )**

**BACHELOR OF COMPUTER APPLICATIONS**

**Paper No. : BCA-201**

**( Personality and Soft Skills Development )**

*Full Marks : 60*

*Time : 3 hours*

*The figures in the margin indicate full marks  
for the questions*

**Answer all questions**

**1. Answer briefly : 5×3=15**

- (a) What do you mean by Personality Development?
- (b) Mention any five basic etiquette of e-mail communication.
- (c) What is motivation?

**2. Answer any three from the following : 10×3=30**

- (a) "The very essence of leadership is that you have to have a vision. You can't blow an uncertain trumpet." In the light of this statement, mention the essential skills of a successful leader.

**G15—220/379**

**( Turn Over )**

- (b) Explain the techniques for writing effective e-mail.
- (c) Describe in brief the components and scope of personality development.
- (d) State the importance of effective planning for time management.
- (e) What are the ways for sharpening communication skills?

3. (a) As a sales manager of Zamzo Store, Khatla, write a letter to M/s Computers, Zarkawt McDonald Hill, ordering computer parts to be sold in your shop. 7½

Or

- (b) The goods that you sent from your store had reached in a damaged condition. On behalf of Lalchhanhimi, Bungkawn, owner of White Cosmetic Store, write a letter to Diki Beauty Parlor, making adjustment by offering replacement or compensation of goods.

4. (a) The library of a university has placed an order for 200 copies of Grammar book. They received only 150 copies. Imagine that you are the librarian, write a letter to Jalani & Sons publishing firm, Delhi, complaining about the missing goods. 7½

( 3 )

*Or*

- (b) Write a letter of enquiry to Sunset Stationery, Bara Bazar, for a regular supply of stationery items to be sold in your shop.

\*\*\*