

Total No. of Printed Pages—5

**HS/XII/V/ITs/22**

**2 0 2 2**

**IT/ITES**

( Vocational Course )

**( CRM Domestic Voice )**

*Full Marks : 30*

*Time : 1 hour*

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

**SECTION—A**

- 1.** Choose and write the correct answer from the given options : 1×8=8

(a) Which of the following can be a barrier to active listening?

- (i) Noisy environment
- (ii) Not maintaining an eye contact with the speaker
- (iii) Not being attentive
- (iv) All of the above

(b) Which of the following is not a parameter to describe an individual's personality?

- (i) Self-confidence
- (ii) Openness
- (iii) Neuroticism
- (iv) Agreeableness

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(c) Which menu option in MS-Word will you click on to insert shapes and images?

(i) Format

(ii) Tools

(iii) Edit

(iv) Insert

(d) The ability to continue to do something, even when it is difficult is called \_\_\_\_.

(i) initiative

(ii) organisational skills

(iii) perseverance

(iv) interpersonal skills

(e) Rita's children fall sick very often. They have cold and cough every month. What should Rita do?

(i) Grow organic food in kitchen garden

(ii) Use air purifiers with HEPA filters

(iii) Keep them inside the house all the time

(iv) Paint her house with non-voc paint

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(f) What is a sentence?

- (i) A group of ideas that forms a complete paragraph
- (ii) A group of words that communicates a complete thought
- (iii) A set of rules that we must follow to write correctly
- (iv) A set of words that contains basic punctuation marks

(g) A \_\_\_\_\_ is an arrangement of cells in a horizontal manner.

- (i) column
- (ii) cell
- (iii) row
- (iv) worksheet

(h) Prashant works for Surabhi, who is a business woman. Prashant is an/a

- (i) entrepreneur
- (ii) wage employed person
- (iii) skilled worker
- (iv) businessman

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SECTION—B

- 2.** Answer the following very short answer-type questions  
(any *four*) : 1×4=4

- (a) Why are communication skills important?
- (b) What is spreadsheet?
- (c) What does interpersonal skills mean?
- (d) Define planning.
- (e) Explain the role of BPO industry.
- (f) What do you understand by the concept of learning?

SECTION—C

- 3.** Answer the following short answer-type questions  
(any *three*) : 2×3=6

- (a) What are the elements of communication?
- (b) What do you understand by the term 'startups'?
- (c) What is green job?
- (d) What are the uses of enterprise resource planning?
- (e) What is procurement?
- (f) What is the difference between knowledge and skills?

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SECTION—D

4. Answer the following long answer-type questions  
(any *three*) : 4×3=12

- (a) Explain the meaning of motivation. Describe the type of motives.
- (b) What are the components of a spreadsheet?
- (c) List some ways by which we can reduce the amount of waste generated.
- (d) List the advantages of ERP.
- (e) Explain the benefits and limitations of BPO.
- (f) Explain the characteristics of learning.

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