



DEC-2022

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with **ANSWER's**

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MCS-015

MCA (Revised) / BCA (Revised)

Term-End Examination

December, 2022

MCS-015 : COMMUNICATION SKILLS

Time : 2 hours

Maximum Marks : 50

Note : There are **five** questions. Answer all questions.

1. Read the following passage and answer the questions given below it :

The singlemost important guideline to keep in mind when tackling learning problems is this : do not let your learning difficulties get in the way of being a successful human being. The problem with the term 'learning disabled' is that the learner might over identify with it and begin to see himself/herself as a handicapped individual. This can have a devastating effect upon one's self-worth. See yourself as an intact and whole human being before anything else. Then regard your learning difficulties simply as something that makes you an even richer and more unique human being.

MCS-015

1

P.T.O.

2. Rewrite as directed :

- (a) The gardener is watering the plants. (Rewrite in the passive voice) 5x1=5
(b) One _____ (must, ought to) respect traffic rules.
(Choose the appropriate word/phrase from the options given in the brackets)
(c) He woke up in the morning with _____ bad throat.
(Fill in the blank with an article, if necessary)
(d) She has got training in classical music. Her voice is also suitable for that.
(Combine the two sentences into one compound sentence)
(e) Roshni _____ (make) a Chinese dish for the party. She _____ (make) something special every time her friends come to see her.
(Fill in the correct form of verbs given in the brackets)

3. Write an application in response to an advertisement in the newspaper, The Tribune, for the position of Bank Manager. Also attach your Curriculum Vitae (CV). 10+5=15

MCS-015

3

P.T.O.



Ques. 3 Write an application in response to an advertisement in the newspaper, The Tribune, for the position of Bank Manager. Also, attach your Curriculum Vitae (CV).

[Your Name]

[Your Address]

[City, State, ZIP]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Bank Name]

[Bank Address]

[City, State, ZIP]

Subject: Application for the Position of Bank Manager

Dear [Recipient's Name],

I am writing to express my keen interest in the position of Bank Manager, as advertised in The Tribune. With a strong background in banking and a proven track record in leadership and strategic management, I believe I possess the skills and qualifications necessary to excel in this role.



I have completed my Bachelor's degree in Business Administration with a specialization in Finance from [University Name]. Over the past [number of years] years, I have gained extensive experience in the banking industry, working in progressively responsible roles. Currently, I hold the position of Assistant Bank Manager at [Current Bank], where I have successfully contributed to the growth and profitability of the branch.

My areas of expertise include strategic planning, financial analysis, risk management, and team leadership. Throughout my career, I have effectively managed customer relationships, ensuring high levels of customer satisfaction. I have also implemented process improvements to enhance operational efficiency and reduce costs. Additionally, my strong interpersonal and communication skills have allowed me to build and maintain productive relationships with both clients and colleagues.

I am confident that my skills and experience align with the requirements of the Bank Manager position at your esteemed institution. I am highly motivated, detail-oriented, and possess a strong work ethic. I thrive in challenging environments and am adept at handling multiple priorities while maintaining a focus on achieving organizational goals.

Please find attached my Curriculum Vitae (CV), which provides detailed information about my educational background, work experience, and professional achievements. I believe it will offer you further insights into my qualifications and suitability for the position.

I would welcome the opportunity to discuss how my skills and experience can contribute to the continued success of [Bank Name]. I am available for an interview at your convenience. Thank you for considering my application.

Yours sincerely,

[Your Name]

Enclosure: Curriculum Vitae (CV)

**Ques. 4 Discuss the role and qualities of a good negotiator.**

The role of a negotiator is crucial in various aspects of life, from business negotiations to personal interactions. A good negotiator acts as a mediator, facilitator, and advocate, aiming to reach mutually beneficial agreements while managing conflicts and finding common ground between parties. Here are some key qualities that make a good negotiator:

1. **Effective Communication:** A good negotiator possesses excellent communication skills, both verbal and non-verbal. They listen actively, ask relevant questions, and express themselves clearly and persuasively. Effective communication helps in understanding the needs and concerns of the other party and conveying their own interests and proposals effectively.
2. **Preparation and Planning:** Successful negotiators invest time in preparing for negotiations. They gather relevant information, research the subject matter, and analyze the interests and positions of all parties involved. Preparation allows them to anticipate potential challenges, devise strategies, and present compelling arguments during negotiations.



3. **Problem-Solving and Creativity:** A good negotiator approaches negotiations with a problem-solving mindset. They seek mutually beneficial solutions, explore alternative options, and think outside the box to find creative compromises. They are open to innovative ideas and flexible in their approach to resolve conflicts and reach agreements.

4. **Emotional Intelligence:** Negotiations can be emotionally charged, and a good negotiator understands and manages emotions effectively. They remain calm, composed, and empathetic, even in tense situations. They can recognize and respond to the emotions of others, fostering positive rapport and building trust during negotiations.

5. **Flexibility and Adaptability:** Negotiators must be adaptable and flexible in their approach. They understand that negotiation dynamics can change, and they are willing to adjust their strategies and proposals accordingly. Being open to new information and being able to pivot when necessary allows them to navigate complex negotiations successfully.



6. **Analytical and Critical Thinking:** A good negotiator possesses strong analytical and critical thinking skills. They can assess information, identify underlying interests, evaluate alternatives, and anticipate potential consequences of different outcomes. They can think strategically and make informed decisions based on the available data and insights.

7. **Patience and Persistence:** Negotiations often require patience and persistence, especially when dealing with difficult or protracted discussions. A good negotiator remains patient throughout the process, understanding that reaching agreements may take time. They are persistent in pursuing the best possible outcome while maintaining a positive and constructive approach.

8. **Ethical Conduct:** A good negotiator adheres to ethical principles and maintains integrity throughout the negotiation process. They respect confidentiality, honor commitments, and demonstrate fairness and transparency. Ethical conduct builds trust and enhances the reputation of the negotiator.



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Ques. 5 A private limited company is keen to buy 100 computers and 50 printers. Write a conversation between the Sales head of WIPRO and the manager of the private limited company regarding the availability of computers and printers, software specifications, price and discount, after-sale discounts, etc.

Sales Head (SH): Good morning! This is [Sales Head's Name] from WIPRO. I understand that your company is interested in purchasing 100 computers and 50 printers. How can I assist you today?

Manager (M): Good morning, [Sales Head's Name]. Yes, that's correct. We are in need of computers and printers for our office. Firstly, could you let me know if you have the desired quantity of computers and printers available?

SH: Certainly, we have sufficient stock of both computers and printers to fulfill your requirements. We can provide you with 100 computers and 50 printers without any issue.



M: That's great to hear. Now, I would like to inquire about the specifications of the computers and printers. Can you please provide me with the details of the hardware and software specifications?

SH: Absolutely. Our computers are equipped with the latest hardware components, including [mention key specifications such as processor, RAM, storage capacity, etc.]. As for the software, we offer a range of options, including the latest operating system and productivity software suites. We can customize the software as per your specific requirements.

M: That sounds promising. Now, let's discuss the pricing and any applicable discounts. What is the cost per unit for the computers and printers?

SH: Our pricing for the computers and printers is competitive in the market. To provide you with an accurate quotation, I would request you to share your specific configuration requirements, such as processor speed, storage capacity, and any additional software licenses you may need. This will help us provide you with the best possible price.



M: Understood. We will provide you with the required specifications shortly. Additionally, do you offer any bulk purchase discounts or special pricing for our company?

SH: Absolutely, we do offer bulk purchase discounts for large orders like yours. Once we have the detailed specifications, we can calculate the final pricing for you and include any applicable discounts.

M: That's great to hear. Moving forward, I would also like to know if there are any after-sale services or warranties provided for the computers and printers?

SH: Yes, we offer comprehensive after-sale services and warranties for our products. Our technical support team is available to assist you with any issues that may arise post-purchase. We can discuss the specific warranty terms and service options that best suit your needs.



M: Excellent. That gives us peace of mind. Lastly, is there anything else we should consider or any additional information you would like to provide before we proceed with the purchase?

SH: Thank you for your consideration. Just to reiterate, once we receive the detailed specifications, we will prepare a formal quotation for your review. We can then further discuss any customization requirements, delivery timelines, and finalize the terms of the agreement.

M: Perfect. We will provide you with the specifications soon. Thank you for your time and assistance. We look forward to receiving the quotation and proceeding with the purchase.

SH: You're most welcome. It's been a pleasure speaking with you. We will be eagerly awaiting your specifications. Should you have any further questions or require any clarifications, please don't hesitate to reach out. Thank you, and have a great day!

M: Thank you, [Sales Head's Name]. Have a great day as well. Goodbye for now.

SH: Goodbye, and take care.



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