

**POST GRADUATE CERTIFICATE IN
INFORMATION AND ASSISTIVE
TECHNOLOGIES FOR INSTRUCTORS
OF VISUALLY IMPAIRED (PGCIATIVI)**

Term-End Examination

December, 2024

MVEI-014 : COMMUNICATION SKILLS

Time : 2 Hours

Weightage : 35%

Note : *All questions are compulsory. All questions carry equal weightage.*

1. Answer any *four* of the following questions in about **150** words each :

- (i) What is communication ? Describe some forms of communication.
- (ii) What are some of the ways in which people greet one another in different cultures ?

- (iii) What are some of the creative approaches of job search ?
- (iv) What are the differences between portfolio and resume ?
- (v) What are work ethics ? List *three* major characteristics of work ethics.
- (vi) Importance of presentation in job interview.

2. Answer the following question in about **600** words :

You want to book a holiday tour for your family to Singapore. Write a telephonic conversation that you had with the receptionist at Atar Tours and Travels asking about details of holiday package.

Or

Write an e-mail to the MLA of your area requesting installation of CCTVs for safety in your locality.

3. Answer the following question in about **600** words :

You are applying for the job of a sales executive in a phone company. Prepare a CV listing your education, experience additional skills and interests.

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