

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

**Term-End Examination
June, 2025**

MVEI-014 : COMMUNICATION SKILLS

Time : 2 Hours

Maximum Weightage : 35%

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

1. Write short notes on any **four** of the following in about **150** words each :
 - (i) “Internet has become the most important communication tool.”
Discuss.

- (ii) What is the importance of small talk in business communication ?
 - (iii) What are the roles of career counsellors ?
 - (iv) Importance of a portfolio.
 - (v) What are the benefits of Online teaching ?
 - (vi) Discuss the behavioural requirements for a discussion.
2. Answer the following question in about **600** words :

Your father has been recommended a knee replacement surgery. Write a telephone conversation that you had with the receptionist at Ganga Ram Hospital. You asked details about the doctor, cost of surgery and other expenditures.

Or

You want to prepare well for an upcoming job interview. Make a list of about 10 questions that the interviewers could ask.

[3]

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

You are applying for the job of customer service executive in a bank. Prepare a CV listing your education, experience, skills and interests.

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