

Professional Course (Even) Examination, 2025

(2nd Semester)

BACHELOR OF COMPUTER APPLICATIONS**(Personality and Soft Skills Development)**

Full Marks : 75

Time : 3 hours

The figures in the margin indicate full marks for the questions

1. (a) Define personality development and explain its significance. 6
- (b) What do you understand by the term 'communication'? Discuss the various processes in communication. 1+5=6
- (c) Write a note on the scope of personality development. 3

OR

- (d) Analyze the relationship between personality development and communication skills. 7
- (e) Suggest the practical strategies to improve verbal, non-verbal and written communications. 8
2. (a) Explain the relationship between time management and personality development. 6
- (b) Explain different leadership styles with examples. Which style do you think is the most effective and why? 5+2=7
- (c) Why are leadership skills important for personal and professional growths? 2

OR

- (d) What do you understand by goals? Bring out the importance of goal setting for personality development. 2+5=7
- (e) Write a note on motivation. 5
- (f) How do leadership skills contribute to effective team building? 3
3. (a) Explain the techniques of writing e-mails. Why are they important for effective communication? 5
- (b) Outline the essential e-mail etiquette you should follow to maintain professionalism and clarity. Provide examples to support your points. 5
- (c) Draft a professional e-mail to your professor requesting an extension for an assignment due to a valid reason. Ensure that the e-mail follows proper structure, tone and clarity. 5

OR

- (d) Write a job application in response to the advertisement given below. Provide a resume : 15

NEULAND
PRIVATE SCHOOL TEACHER REQUIRED
English
Teacher's Age below 30 years

- A Graduate or above
- B.Ed
- Computer certificate
- Strong communication and analytical skills
- At least 2 years of relevant experience
- Proficiency in written and oral English language

4. Write a letter on any *three* of the following :

5×3=15

- (a) As the Procurement Officer of a Government Hospital, draft an official letter inviting a **quotation** from a reputed medical equipment supplier for the purchase of digital X-ray machines and ultrasound scanners. Specify the necessary details and request a response within a given deadline.
- (b) As the Manager of Hotel Regency, write a **letter of complaint** to a furniture supplier regarding the poor quality of recently delivered bed. Describe the issues faced and request an urgent resolution.
- (c) As the Store Manager of a supermarket, draft a **letter of enquiry** to a wholesale supplier requesting details on the bulk purchase of grocery items such as rice, cooking oil and packaged snacks. Mention necessary details like brand preferences, packaging sizes and expected delivery schedule.
- (d) Imagine you are the Customer Service Manager of a popular online clothing store. A customer has complained about receiving the wrong size of a dress they ordered. Write an **adjustment letter** apologizing for the mistake and offering a suitable resolution.
- (e) As the owner of Bethel Bookstore, draft a letter to an Eastern Book House Publishing Company placing an **order** for a selection of textbooks and novels. Include details such as book titles, quantity and any specific requirements regarding editions or authors.

5. (a) Explain in detail the structure of a formal business letter. Provide a sample format.

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OR

- (b) Compare and contrast the writing style used in abstracts and summaries.
- (c) Explain the step-by-step structure of a laboratory report.
- (d) Differentiate between laboratory report and business/executive report.

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