



ST. FRANCIS DE SALES COLLEGE

A FRANSALIAN INSTITUTE OF HIGHER EDUCATION **AUTONOMOUS**

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END SEMESTER EXAMINATION – APRIL 2026

COMMERCE – IV SEMESTER

B.COM/BCOM(TTM)/BBA/AVIATION

25SSB4X –JOB SKILL: SOFT SKILLS FOR BUSINESS

Time: 1 Hour 30 Minutes

Max. Marks: 40

Instruction: *Answer should be written completely in English*

SECTION – A

1. Answer any **FIVE** questions. Each question carries **TWO** marks.

(5X2=10)

- What is verbal communication?
- Mention any two barriers of communication.
- What is a letter of enquiry?
- What is meant by reply to a complaint letter?
- List any two essentials of resume writing.
- Write about presentation skills?

SECTION – B

Answer any **FOUR** questions. Each question carries **FIVE** marks.

(4X5=20)

- Explain types of formal communication.
- State the format of formal Letter and draft a sales letter.
- Prepare a Resume to a corporate sector.
- Explain Anatomy of E-Mail.
- What is stage fear? Explain how to overcome it.

SECTION – C

Answer any **ONE** question. Each question carries **TEN** marks.

(1X10=10)

- Draft a Tender enquiry letter to XYZ & Co.
- Explain the format for Minutes of Meeting with Example.

