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**HS/XII/V/ITs/21**

**2 0 2 1**

**IT/ITeS**

( Vocational Course )

**( CRM Domestic Voice )**

*Full Marks : 30*

*Time : 1 hour*

*The figures in the margin indicate full marks for the questions*

SECTION—A

1. Choose and write the correct answer from the given options (any *eight*) : 1×8=8
- (a) Which of the following is not a stage of active listening?
- (i) Receiving
  - (ii) Understanding
  - (iii) Non-responding
  - (iv) Evaluating
- (b) Which of the following is not a parameter to describe an individual's personality?
- (i) Self-confidence
  - (ii) Openness
  - (iii) Neuroticism
  - (iv) Agreeableness

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(c) Which of the following is characterised by an extreme feeling of self-importance?

(i) Narcissistic personality disorder

(ii) Borderline personality disorder

(iii) Dependent personality disorder

(iv) None of the above

(d) Prashant works for Surabhi, who is a business-woman. Prasant is a/an

(i) entrepreneur

(ii) wage employed person

(iii) skilled worker

(iv) businessman

(e) The ability to do something even when it is difficult is called

(i) initiative

(ii) organisational skill

(iii) perseverance

(iv) None of the above

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(f) Which is the correct step to close a presentation?

(i) File > Save As > Type the name > Save

(ii) File > Exit

(iii) File > Close

(iv) File > Export

(g) Which menu option you will click on to insert shapes and images?

(i) Format

(ii) Tools

(iii) Edit

(iv) Insert

(h) Harish has a rug business in India. He wants to start exporting rugs to Canada but does not know if they would sell there. The barrier he is facing is

(i) self-doubt

(ii) lack of plan

(iii) selecting the right business ideas

(iv) overconfidence

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(i) \_\_\_\_\_ is usually defined as “an organisation entering into a contract with another organisation to operate and manage one or more of its business process”.

(i) Inbound

(ii) Outbound

(iii) Outsourcing

(iv) Insourcing

(j) ERP stands for \_\_\_\_\_

(i) Entrepreneur Relationship Planning

(ii) Enterprise Resource Planning

(iii) Enterprise Relationship Planning

(iv) Employment Relationship Planning

(k) \_\_\_\_\_ is the act of obtaining goods or services, typically for business purposes.

(i) Payroll

(ii) Policy

(iii) Procurement

(iv) Principle

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- (l) Characteristics of learning is
- (i) learning involves change
  - (ii) learning required interaction
  - (iii) learning involves problem solving
  - (iv) All of the above

SECTION—B

- 2.** Answer the following very short answer-type questions  
(any *four*) : 1×4=4

- (a) Why is communication skill important?
- (b) Explain the meaning of motivation.
- (c) List any two leading Indian BPOs.
- (d) Explain the role of BPO industry.
- (e) Define enterprise.
- (f) What is learning?

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SECTION—C

3. Answer the following short answer-type questions  
(any three) : 2×3=6

- (a) What do you mean by clear and concise?
- (b) Describe self-awareness.
- (c) What do you understand by the term 'startup'?
- (d) What are the various sources of learning?
- (e) List the advantages of ERP.
- (f) List some of the important factors that may affect the learning process.

SECTION—D

4. Answer the following long answer-type questions  
(any three) : 4×3=12

- (a) Explain basic personality traits that describe an individual's personality.
- (b) Identify barriers and fears related to becoming an entrepreneur.

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- (c) What do you understand by the term 'payroll'? Explain the process involved.
- (d) Explain the advantages and disadvantages of BPO.
- (e) Define time management concepts and its importance.
- (f) List the characteristics of learning.

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