



919928

3/2/25

DCAM303

Reg. No.

--	--	--	--	--	--	--	--	--	--

III Semester B.B.A. (Aviation Management) Degree Examination

January/February - 2025

BUSINESS ADMINISTRATION

Soft Skills for Aviation

(NEP Scheme (F+R))

Paper : BBA AV 3.3



Time : 2½ Hours

Maximum Marks : 60

Instructions to candidates

Answer in English only

SECTION-A

Answer any Five of the following questions. Each question carries two marks.

(5×2=10)

1. a) Define soft skills.
- b) Mention two ways to drive out negativity?
- c) What do you mean by audience analysis?
- d) Give the meaning of gesture.
- e) What is professionalism?
- f) Define Emotional Intelligence.
- g) What is the difference between an inter viewer and interviewee?

SECTION-B

Answer any Four of the following questions. Each question carries Five marks.

(4×5=20)

2. Elaborate the process of self-discovery.
3. Explain the importance of business etiquette.

[P.T.O.]



- 4. Write a short note on telephone etiquettes.
- 5. Discuss the benefits of Emotional Intelligence.
- 6. What is group discussion? Describe briefly the points one should bear in mind for effective participation in a group discussion?

SECTION-C

Answer any Two of the following questions. Each question carries 12 marks.

(2×12=24)

- 7. Explain in detail Do's and Don'ts, before, during and after the interview.
- 8. Write a detailed note on "Grooming standards of aviation Industry".
- 9. Discuss in detail the various signal's of body language.

SECTION-D

Answer any One of the following questions.

(1×6=6)

- 10. Prepare a SWOT analysis for yourself.
- 11. A passenger, Mr. Roy is agitated and complaining loudly about quality of service he becomes increasingly aggressive, shouting at the agents and refusing to follow instructions. How will you handle Mr. Roy?