



330069

DCAM303

Reg. No.

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

III Semester B.B.A. Degree Examination, March/April - 2024

AVIATION MANAGEMENT

Soft Skills for Aviation

(NEP Scheme (F+R))

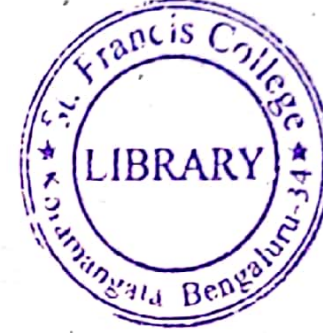
Paper : 3.3

Time : 2½ Hours

Maximum Marks : 60

Instructions to Candidates:

Answer to be written in English only.

**SECTION - A**Answer any **FIVE** questions. Each question carries 2 marks.

(5×2=10)

1. a) What do you understand by soft skills?
- b) What are the basic elements of public speaking?
- c) Define Body Language.
- d) What is Emotional intelligence?
- e) Enlist any four do's to be successful in group discussion.
- f) Define Personality.
- g) What is Motivation?

SECTION - BAnswer any **FOUR** out of 5 questions. Each question carries 5 marks. (4×5=20)

2. What do you understand by self - discovery? Explain.
3. Briefly explain the elements of Public Speaking.
4. Write a short note on importance of grooming in aviation industry.
5. Discuss the need and importance of professionalism.
6. What are the ways to overcome nervousness in public speaking?

[P.T.O.]



(2)

DCAM303

SECTION - C

Answer any TWO questions. Each question carries 12 marks. (2×12=24)

7. Explain how positive attitude and thinking impacts the performance of employees in aviation industry with examples.
8. What are the different telephonic etiquettes to be adopted at workplace.
9. What are the do's and don't's of the following with respect to grooming standard of aviation industry?
 - a) Uniform
 - b) Hair
 - c) Clothing
 - d) Skin care and make-up

SECTION - D

Answer any ONE question. (1×6=6)

10. Assume that you have applied for an interview in ABC airlines and the interviewer asks you to submit the SWOT analysis. Prepare a SWOT analysis of yourself with minimum 5 points in each criteria.
 11. Explain the Maslow's theory of motivation and assess which level applies to you as a job seeker. Justify your answer.
-