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DCAM303

Reg. No.

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III Semester B.B.A. Degree Examination, April - 2023

AVIATION MANAGEMENT

Soft Skills For Aviation

(NEP Scheme)

Time : 2½ Hours

Maximum Marks : 60

Instructions to Candidates:

Answers to be written in English only.

SECTION - AAnswer any **five** of the following questions. Each question carries **two** marks. (5×2=10)

1. a. What do you mean by self discovery?
- b. Define attitude.
- c. Give the meaning of public speaking.
- d. State two ways to tactfully handle rude callers.
- e. Mention any 2 telephonic courtesies.
- f. What do you mean by personal interview?
- g. Define emotional quotient.

**SECTION - B**Answer any **four** of the following questions. Each question carries **five** marks. (4×5=20)

2. Explain the importance of soft skills for professional development.
3. What are the essential tips to overcome nervousness during public speaking?
4. Give a note on right body language in workplace.
5. List and explain the benefits of emotional intelligence.
6. What are the skills assessed in group discussion? Briefly explain.

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SECTION - C

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

(2×12=24)

7. Explain McClelland's need theory of motivation and its applicability in workplace.
8. Write a detailed note on grooming standards of Aviation industry.
9. Explain the major elements of body language with suitable examples.

SECTION - D

Answer any **one** of the following questions carries **six** marks.

(1×6=6)

10. An aggrieved customer approaches you with a complaint about missing baggage. How will you handle that customer as a 'customer service executive'?
 11. How will you prepare for an airline interview?
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