



**Institute of Management
JK LakshmiPat University
Jaipur
END TERM EXAMINATION 2015**



MBA (I) Sem-VI
MM: 50 Marks

Course: Soft Skills Development
Time: 3 Hours
Subject code: BBA064

Instructions: Attempt any three questions from Section A. Section B is compulsory.

Section A

Note: For this section you need to provide the Solution to the Business Problems as asked in respective questions.

Q1. You are an accounting manager, and the business relies on your department to produce accurate financial reports the end of each month. Your department uses Excel. Last month, you hired a new accountant, Ramesh, who claimed to be proficient in Excel. However, co-workers have come to you with complaints about Ramesh's work and questioning his abilities. You need to talk to Ramesh and resolve the prevailing problem. Write your strategy for the same. (10 marks)

Q2. You are the vice president of finance. Your administrative assistant, Aryan, is often late getting to work. You have tolerated it for the past year, but your workload has increased and you need all the help you can get, especially at the start of the day. With Aryan coming in late, it is starting to affect your ability to get your job done. You need to talk to Aryan. Prepare the conversation that you would have with Aryan. (10 marks)

Q3. You are a payroll manager supervising 25 people. Your team works in close quarters with little physical separation between work stations. Deepak is one of your best performers, yet you have received complaints that Deepak tends to sprinkle conversations with rather crude and vulgar references. This is not a team of saints, but some have complained that Deepak is crossing the line. You need to talk to Deepak and resolve the prevailing problem. Write the conversation that you would have with Deepak. (10 marks)

Q4. Briefly describe an actual conflict you had with a family member, roommate, or coworker in the recent past. Identify the positions and interests of both you and the other person in the conflict. Also describe how you would resolve the conflict. (10 marks)

Q5. Harshit and Harshita recently married. Harshita loves her in-laws, whom she has known for several years and who are genuinely supportive of her, Harshit, and their marriage. But Harshita is sometimes uncomfortable around Harshit's mother, Mara. She isn't comfortable calling her "mom" or "mother," even though Mara has asked her to do so. Her mother-in-law also hugs Harshita, and tries to hold her hand or put her arm around her whenever they see each other. Harshita's discomfort has become noticeable to Harshit, who asks about her feelings for his mother. "I love your mom, but I don't even hug my own father," Harshita responds. "I just don't like hugging too many people. I tell her all the time how much I love her and your Dad." "We are a very nonverbal family," responds Harshit. "Please try to find a way to express yourself nonverbally. Please answer the questions that follow: (10 marks)

- a) How can Harshita communicate her feelings for her mother-in-law nonverbally (without hugging her) by using her voice, body posture, eye gaze, personal space, and other nonverbal cues?
- b) Why is touch such a personal form of nonverbal communication?

Section B

Q6. Read the following Case Study and answer questions that follow?

(20 marks).

Title of the Case: A Reply Sent to an erring Customer

Dear Sir,

Your letter of the 23rd, with a cheque for Rs. 25,000/- on account, is to hand. We note what you say as to the difficulty you experience in collecting your outstanding accounts, but we are compelled to remark that we do not think you are treating us with the consideration we have a right to expect.

It is true that small remittances have been forwarded from time to time, but the debit balance against you has been steadily increasing during the past twelve months until it now stands at the considerable total of Rs. 85,000/-

Having regard to the many years during which you have been a customer of this house and the, generally speaking, satisfactory character of your account, we are reluctant to resort to harsh measures.

We must, however, insist that the existing balance should be cleared off by regular installments of say Rs. 10,000/- per month, the first installment to reach us by the 7th. In the meantime you shall pay cash for all further goods; we are allowing you an extra 3% discount in lieu of credit. We shall be glad to hear from you about this arrangement, as otherwise we shall have no alternative but definitely to close your account and place the matter in other hands.

Yours truly,

Questions:

- a) Comment on the appropriateness of the sender's tone to a customer.
- b) Point out the old – fashioned phrases and expressions
- c) Rewrite the reply according to the principles of effective writing in business.