

QP CODE 2032523101

Reg. No

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DMI-ST. EUGENE UNIVERSITY

ZAMBIA

DEGREE EXAMINATION – JUNE 2024

Semester: III

551/552/252 LA 31 SOFT SKILLS

Time: 3:00 Hours

Max. Marks: 100

Answer any FIVE Questions (5 x 20 = 100 Marks)

1. a) What are hard skills? (5 Marks)
b) State any 5 signs of a good listener. (5 Marks)
c) Give 5 examples of soft skills. (5 Marks)
d) Define 'listening'. (5 Marks)
2. a) State any 4 types of essay you know. (10 Marks)
b) What is the main duty of the secretary at a meeting? (5 Marks)
c) State any 5 threats a company may be faced with. (5 Marks)
3. a) Explain the meaning of 'Team Building' as a soft skill? (10 Marks)
b) What is the use of an organizational chart in a company? (10 Marks)
4. a) What is 'stress'? (5 Marks)
b) Explain the meaning the 2 types of stress, namely acute and chronic. (5 Marks)
c) Mention any 2 signs of stress. (5 Marks)
d) What is meant by 'Time Management' as a soft skill? (5 Marks)
5. a) What is meant by 'Business Etiquette'? (10 Marks)
b) Outline the duties of a PRO office in a company. (10 Marks)
6. a) What are soft skills? (10 Marks)
b) Explain what 'prioritizing' as a soft skill means? (10 Marks)
7. a) Explain the meaning of each of the 4 windows in the JAHORI Model. (10 Marks)
b) What is 'interview etiquette'? (5 Marks)
c) What is the importance of 'work ethics' in a business place? (5 Marks)