

Seat No:

[0607]/CSAEC129/2026/BSCCS_SEM2

FYBSCCS (Second Semester) Examination, 2026

CSAEC129 - INTERPERSONAL SKILLS-II

(2025 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

- (i) Solve any five questions.
(ii) All questions carry equal marks.
(iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Etiquette [1]
B) Dress Code [1]
C) Interpersonal Skills [1]
D) Emotional Intelligence [1]
E) Networking [1]

Q2. Discuss the benefits of assertiveness in hospitality Industry. [5]**Q3.** Define Conflict resolution .Explain the strategies used in conflict resolution. [5]**Q4.** Enlist the importance of teamwork in the hospitality industry. [5]**Q5.** Describe the techniques one can use to expand their professional network both online and offline. [5]**Q6.** Explain any five etiquettes that one needs to follow when writing a professional email. [5]**Q7.** If a guest complains about delay in food service during lunch hours, how would you handle the complaint effectively. Discuss with at least five points. [5]
