



**Sessional Examination, 2026**  
**B.Com 6<sup>th</sup> Semester**  
**Sub : Business Etiquette & Soft Skills**  
**VAC0601402**

**Time : 1 hour**

**Full Marks : 20**

1. Say whether the following statements are true or false. 1x5=5
- (a) Soft skills are not people skills.
  - (b) Adaptability is to be able to adjust when things don't go as planned.
  - (c) When you collaborate, you need to hold on to your ego.
  - (d) In a meeting, you must avoid side conversations.
  - (e) Writing down a list of things to do falls within the scope of time management.
2. Answer any 2 from the following : 2x2=4
- (a) What are hard skills and soft skills?
  - (b) Would you keep your phone on while sitting in a meeting? If not, why?
  - (c) Replace the following with better expressions :
    - (i) I am busy.
    - (ii) What do you want?
  - (d) Choose the "listening" counters from the following :
    - (i) Planning replies before giving full attention.
    - (ii) Listening is intentional

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- (iii) Finishing sentences for others
- (iv) Interrupting quickly
- (v) Staying curious
- (vi) Ask clarifying questions
- (vii) Using occasional nods and expressions.

3. Answer any 2 from the following : 5x2=10

- (a) What is self-esteem? How can you improve your self-esteem?
- (b) What is self-esteem and what is self-confidence?
- (c) Do you use social media? Which are the platforms you regularly use? What is your opinion on cyberbullying and addiction to social media?
- (d) Correct the following :
  - (a) I like very much pizza
  - (b) This is the way how I did it.
  - (c) Sorry, Who I speaking to?
  - (d) Always I drink water in the Moring.
  - (e) This is the most easiest way.

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