

Total No. of Printed Pages—4

**HS/XII/A. Sc. Com./ITs/25**

**2 0 2 5**

**IT/ITES**

**( CRM Domestic Voice )**

*Full Marks : 30*

*Time : 1 hour*

*The figures in the margin indicate full marks for the questions*

SECTION—A

1. Choose and write the correct answer from the given options : 1×8=8

(a) What is the characteristic of an ideal message?

- (i) Clear
- (ii) Concise
- (iii) Accurate
- (iv) All of the above

(b) Which of the following sentences has both indirect and direct objects?

- (i) I am working on a presentation.
- (ii) She bought a blue pen.
- (iii) The girls played cricket.
- (iv) He wrote a letter to his sister.

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(c) Ravi has feelings of emptiness, abandonment and suicide. What type of personality disorder is this?

(i) Borderline

(ii) Dependent

(iii) Avoidant

(iv) Obsessive

(d) Which of the following functions can be performed with the help of spreadsheets?

1. Maintaining records

2. Creating videos

3. Analyzing data

4. Performing financial calculations

5. Writing letters

(i) 1, 2, 3, 4, 5

(ii) 1, 3, 4

(iii) 1, 3, 5

(iv) 3, 4, 5

(e) The correct order of steps for entering data in a spreadsheet is

(i) type the data, click the cell and press Enter

(ii) click the cell, type the data and press Enter

(iii) press Enter, click the cell and type the data

(iv) click the cell, press Enter and type the data

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- (f) “By default, the text in a cell is left-aligned.”
- (i) True
  - (ii) False
- (g) Ridhi owns a construction company and takes risky decisions in her work everyday. Ridhi is a/an
- (i) wage employed person
  - (ii) entrepreneur
- (h) The ability to work with others is
- (i) organizational skills
  - (ii) interpersonal skills
  - (iii) initiative

SECTION—B

2. Answer any *four* of the following very short answer-type questions : 1×4=4

- (a) Define active listening.
- (b) How does goal setting help us?
- (c) Name the three main types of data.
- (d) What is learning?
- (e) Define entrepreneur.
- (f) Define green job.

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SECTION—C

3. Answer any *three* of the following short answer-type questions : 2×3=6
- (a) Explain the five stages of active listening.
  - (b) Write down some of the ways to manage stress.
  - (c) List the factors affecting ERP.
  - (d) What are the advantages and disadvantages of procurement policy?
  - (e) What are the components of a spreadsheet?
  - (f) What are the benefits of green jobs?

SECTION—D

4. Answer any *three* of the following long answer-type questions : 4×3=12
- (a) Write down the importance of time management. Explain each.
  - (b) Explain the advantages and disadvantages of outsourcing.
  - (c) What are the characteristics of learning? Explain.
  - (d) Explain the roles and functions of an entrepreneur.
  - (e) Explain various ways to reduce the amount of waste products.
  - (f) Explain the types of knowledge.

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