



THE AMERICAN COLLEGE, MADURAI
(An Autonomous Institution Affiliated to Madurai Kamaraj University)
Re-accredited (2nd Cycle) by NAAC with Grade “A”, CGPA – 3.46 on a 4-point scale
Backlog Arrear Examination, March 2021

BBA 2228

Soft skills and analytical skills

Time: 2 Hrs

Marks: 60

Answer any four questions

4* 15 = 60 marks

1. Explain the benefits of interpersonal skills.
2. What are the e mail etiquettes that need to be followed?
3. Enumerate the importance of time management.
4. Write down the tips for time management.
5. Elucidate the factors that influence negotiation.
6. Enumerate the telephone etiquettes.