

B-ES-R5 : EMPLOYABILITY SKILL

NOTE :

1. Answer Question 1 and any FOUR Questions from 2 to 7.
2. Parts of the same question should be answered together and in the same sequence.

Total Time : 3 Hours

Total Marks : 100

1. (a) Explain any four employability skills required by employers.
(b) Benefits of Good Communication Skills in a profession.
(c) How can an entrepreneur identify and capitalize on business opportunities in today's dynamic market ?
(d) Explain core life skills as the 21st - century Professional skills.
(e) Suggest any two ways to reduce gender inequality in the workplace.
(f) Describe the process and advantages of online financial transactions.
(g) Describe the significance of maintaining hygiene during an interview. **(7x4)**
2. (a) Outline specific responsibilities that you believe Indian citizens should embrace to uphold and enhance the democratic principles enshrined in the Constitution.
(b) As globalization continues to reshape industries, what strategies do you think professionals in the 21st century should adopt to remain competitive, and navigate the evolving demands of the global economy ? **(9+9)**
3. (a) Write a small talk conversation between a doctor and a patient.
(b) What steps can an individual take for effective career development and goal setting ? Provide a structured plan as an example. **(9+9)**
4. (a) Define Communication. What are the traits of a good listener ?
(b) What do you mean by diversity ? How can companies create a more inclusive environment for employees from diverse backgrounds ? **(9+9)**
5. (a) In the ever-evolving landscape of customer service, how do you believe businesses can balance embracing digital transformation for efficiency and maintaining the human touch for a personalized and empathetic customer experience ?
(b) Elucidate the significance of displaying responsible online behavior using various social media platforms securely. **(9+9)**

6. (a) Discuss SWOC as an effective business model for identifying opportunities for potential business.
- (b) Elucidate the need to conduct safe offline and online financial transactions in our daily dealings. (9+9)
7. (a) List important steps in searching and registering for apprenticeship opportunities.
- (b) Discuss the significance of analyzing different types and needs of customers while offering customer service. (9+9)

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