



GL BAJAJ

Institute of Management & Research

Approved by A.I.C.T.E., Ministry of HRD, Govt. of India

Roll No.....

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.) –201306

**POST GRADUATE DIPLOMA IN MANAGEMENT (2017-19)
END TERM EXAMINATION (TERM -V)**

Subject Name: **Personal and Professional Excellence**

Time: **02.00 hrs**

Sub. Code: **PG29**

Max Marks: **45**

Note:

- 1. Writing anything except Roll Number on question paper will be deemed as an act of indulging in unfair means and action shall be taken as per rules.**
- 2. All questions are compulsory in Section A, B & C. Section A carries 2 Case Studies of 10 marks each, Section B carries 2 questions of 7.5 marks each and Section C carries 5 questions of 2 marks each.**

SECTION - A

10×02 = 20 Marks

Q. 1: Neha Singh

Green Park

New Delhi

Email: neha@xxyx.com

Date of Birth: 10th January 1990

Nationality: Indian

Marital Status: Single

Personal Profile:

I can be a hard worker when I need to be and I like having jokes with people. I prefer to work on my own as I find working in teams can be stressful and I don't like stress. I haven't worked for the last 7 years as I do not like to travel too far from home and all the good jobs were over 30 minutes away from my home.

Skill:

- High level of customer satisfaction
- Good communications skills, both written and spoken
- Reliable and responsible

Employment History

Dave's Factory

Beverage Assistant

Oct 2002- Mar 2003

Duties Included:

- Serving beverages and keeping the place clean

Cathy's Café

Supervisor-service

May 2002- Sept 2002

Duties Included:

- Serving customers
- Taking orders and cashier

Au Pair

Sept 2001- Jan 2002

Duties Included:

- Caring for two young kids of wealthy couple on a daily basis (9 am- 7 pm)

Education:

Institute of vocational training Delhi

India

Sr. Secondary School from DAV School, Delhi

Secondary School from DAV School, Delhi

Interest/ Hobbies

My five hobbies are listening to pop music and going out shopping and drinking with my friends and family. I spend a lot of time watching TV soaps, using Facebook and playing computer games.

Questions

1(a) Read Neha Singh resume and as an employer decide whether you would like to hire her for the job of Fast Food Café Manager. Explain the perception you have formed about her on the basis of the resume and justify your hiring decision. (5)

1(b) Redesign the resume of Neha Singh.(5)

Q.2: You have successfully prepared yourself for the career of your choice, but the recruiters visiting your Institute have not yet offered you a job. Now you must look on your own. How will you search for the job that best suit your career? How will get in touch with the company?

SECTION – B

7.5×02 = 15 Marks

Q. 3: You have been asked to attend a telephonic interview for a business development associate job at Byju's. Your job is to work in a team of go-getter to help spread the Byju's way of Learning in your city. What particular skills would you brush up for this telephonic interview? How will you prepare for the same?

Q. 4: "Building a network of contacts to help one find jobs appear to be selfish. It involves acquiring friendships just to use them for one's personal benefit." Discuss this view. Discuss ways of creating personal brand can be created through LinkedIn?

SECTION – C

02×05 = 10 Marks

Q.5 (A): How important is body language for a successful interview? Give examples of right and wrong body language

Q. 5 (B): "To be corporate ready one should have clear understanding of corporate expectations". Discuss

Q. 5 (C): What according to you are the do's and don'ts in facing an interview panel?

Q. 5 (D): 'Appearance oft proclaims man.' Discuss this statement with reference to appearance as a type of non-verbal communication.

Q. 5 (E): Business organizations are looking for people who are not only well qualified, but are also employable. Elucidate.