CENTRAL BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, ESTABLISHED IN 1952 BY PLANNING COMMISSION, GOVT. OF INDIA

CENTRAL BOARD OF EXAMINATIONS

BSS NATIONAL VOCATIONAL EDUCATION MISSION

CSSE006-BSS DIPLOMA IN COMMUNICATION SKILLS TRAINER

ONE YEAR EXAMINATION NOVEMBER-2025

CSSE006-01 COMMUNICATIVE ENGLISH AND COMPUTER FUNDAMENTALS

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) I saw a beggar near _____ bus stop

2) I _____ 50 kms everyday

3) He came _____ me.

4) She knows English _____

5) I waited for _____ hour.

6) I would like to have _____ fruits.

7) Basic working platform of the computer is the _____

8) Mouse is an _____ device

9) In Windows _____ function key used to get help

10) Corel draw is based on _____ graphics.

11) WWW means _____

12) Rama was _____ ideal student

13) Keyboard is a _____ device

14) Full form of CPU is _____

15) Pronouns are used instead of _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) What is meant by transitive verb?
2) Define interrogative Adverbs?
3) Define collective noun?
4) Define proper noun?
5) Del Command
6) E-mail use?
7) Icons
8) Prepare a leave application to your head of department
9) Active form
10) Insert column and insert chart
11) Explain 'find', 'replace' and 'go to'.
12) What is RAM?
13) What is Hardware?
14) Explain Cut, Copy, Paste
15) Informal letter

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Define usage of interjection?
2) Explain telephone ediquette?
3) Classification of the computer
4) Symbols and pictures
5) Edit
6) Substance abuse
7) Define HTML
8) Kinds of Adjective any five

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Explain the MS word and its applications
2) Briefly explain storage unit
3) Explain Internet, Intranet, search engine and Website?
4) Functions of Word Processing?
5) Write briefly about Hardware and Software with example?

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CSSE006-BSS DIPLOMA IN COMMUNICATION SKILLS TRAINER

ONE YEAR EXAMINATION NOVEMBER-2025

CSSE006-02 SPOKEN ENGLISH

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) Fill in with suitable Modal verbs _____ a) _____ we play now or later? b)You _____ not be so fussy about food.

2) Mention the types of Sentences and give examples for each?

3) He _____ (take) interesting photographs

4) Do you think fluency is important and what are the barriers?

5) What do you mean by Oral Fluency?

6) This year I'm going to _____ junk food.

7) If you _____ a post office, can you buy some stamps?

8) India is a great country. (Change into an exclamatory sentence)

9) Mahatma Gandhi is known as the Father of the Nation (Frame an interrogative sentence)

10) She _____ (come) late to college every day.

11) _____ (interrogative adverb of Place)do you come from?

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) What are the misconceptions about Listening?
2) Write down dialogue between the candidate and the Personal Manger in an interview.
3) What are the tactics of Listening Skills?
4) What are the features of public speaking?
5) What the difficulties one would come across while reading?
6) What is the difference between an Interviewer and an Interviewee?
7) What are the salient features of Comprehension?
8) How to overcome barriers of Listening Skills?
9) What are the various ways of acquiring Reading skills?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Write a paragraph on Note Taking.
2) What are LSRW Skills? Elucidate.`
3) What are the features of Non-verbal communication?
4) What are the essentials of Proof Reading?
5) What do you mean by articulation?
6) List out the differences between Spoken and written forms.
7) What are the characteristics of Brain storming?
8) What techniques do you follow in generating ideas?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) What are the intricacies one should follow while attending an interview?
2) What do you mean by Business Communication? Explain with examples.
3) What are the salient features of Writing Research papers?
4) What are the characteristics of a Good Presentation?
5) What is the difference between oral and written presentation?

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CSSE006-BSS DIPLOMA IN COMMUNICATION SKILLS TRAINER

ONE YEAR EXAMINATION NOVEMBER-2025

CSSE006-03 COMMUNICATION SKILLS DEVELOPMENT

TIME: 3 Hours **Marks: 100**

INSTRUCTIONS

* 43 questions are there in total
* Write answers to each question in proportion to the mark allotted
* During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS - ANSWER FOR ANY 10 QUESTIONS **1 x 10 = 10**

1) In business, what is the most frequently used form of communication?

2) Oral communication is the interchange of _____ between the sender and receiver.

3) Communication is the act of exchanging information. (TRUE / FALSE)

4) What do good listening skills enable managers to accomplish?

5) Which is a principle of active listening?

6) What is the purpose of interpersonal communication?

7) Which is a generic definition of communication?

8) Body talk is also known as: _____

9) Effective communications is not related to the manager's use of his or her time. (TRUE / FALSE)

10) Oral communication is better than written communication for _____

II. DEFINE THE FOLLOWING - ANSWER FOR ANY 10 QUESTIONS **2 x 10 = 20**

1) What are the kinds of Presentations?
2) What are the objectives of communication?
3) What are the types of Grapevine chain communication?
4) Mention the role of personal appearance.
5) What is Proxemics?
6) What is paralanguage?
7) What are the nuances of Speech Delivery
8) What are the qualities of a team leader?
9) Explain Non-fluencies.
10) How are facial expressions important for effective communication?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS **5 x 5 = 25**

1) Write a detailed note on the technical layouts of a Business Letter.
2) Identify key management skills associated with effective communication.
3) Describe the factors that influence which communication method to use.
4) Write a detailed note on email and net- etiquettes.
5) Discuss how communication can be made effective?
6) What are the various semantics barriers of Communication?
7) Mention five errors which are generally committed while writing a business Letters.
8) Write a short note on the following terms and explain them with examples: a) Agenda b) Memorandums

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS **15 x 3 = 45**

1) Write a detailed note on telephonic communication.
2) What is Art of Listening? Explain principles of Good Listening.
3) What do you mean by Group Decision-making? Explain Conflict and Negotiations of Group Decision-making.
4) Explain process and importance of Communication.
5) What are the features of Team Presentation?