

FYBCOM SEM-1 ENGLISH PROFICIENCY AND LIFE SKILLS-I

SYLLABUS

Text: *Connecting Chords* (OB)

Unit-1

- A. Reading Skills
- B. Customer Relationship Skills
- C. Anchoring Skills
- D. Listening Skills
- E. Blog Writing

Unit-2

Vocabulary Building (Root Words, Prefixes and Suffixes)

Distribution of Marks for the University Examination

Q.1.	10 MCQS from Unit 1 A & B -5) and Unit 2(Vocabulary Building -5)	10 Marks
Q.2.A.	Skill-based question in about 100 words (1/2) Interpretive/Personal Response/Situation Based (Questions to be asked from Unit 1 A & B, as given in exercises B, C, & D)	05 Marks
Q.2.B.	To prepare Radio Segment/Video Segment/ News Script (1/2) OR Theoretical question on Listening Skill	05 Marks
Q.2.C.	Write a short Blog Post (1/2)	<u>05 Marks</u>
		Total 25 Marks

SAMPLE QUESTION PAPER

F.Y.B.Com. (Semester-1) Examination

Subject: English Proficiency and Life Skills-I

Time: 1 Hour

Total Marks: 25

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- Q-1 Multiple choice questions. 10**
- What is the correct antonym of the word 'proper'?
[A] ilproper [B] unproper [C] disproper [D] improper
 - Which word uses the prefix meaning 'wrong'?
[A] misguide [B] prepaid [C] geography [D] gramophone
 - The root graphy means ...
[A] speak [B] write [C] study [D] read
 - Which word contains the root meaning "light"?
[A] zoology [B] photon [C] graphology [D] movement
 - What is the root word in the word prediction?
[A] pred [B] dict [C] tion [D] red
 - Which of these is a stage of reading?
[A] Flying [B] Scanning [C] Calculating [D] None of these
 - Which of these is a purpose of reading?
[A] to seek information [B] to gain money [C] to appear attractive [D] to be fit and healthy
 - What should be avoided to handle an angry customer?
[A] argue often [B] courtesy [C] prompt reply [D] accept faults
 - Which is the easiest way of getting feedback from customers?
[A] debate [B] long discussion [C] Google form [D] None of these
 - What are chatbots?
[A] salespersons [B] storekeepers [C] designs [D] software programmes
- Q:2(A) Answer the following question briefly in 100 words: (ANY ONE) 05**
- If you had to read an article of around six pages in fifteen minutes and then write a short critical note on it, which method of reading would you utilise and why?
 - Why is it important to justify one's recommendations to a potential customer?
- Q:2(B) Prepare a Radio/TV script for the beginning of "a programme on old hit films." 05**
- OR**
- Q:2(B) Explain the techniques to improve listening skills.**
- Q:2(C) Write a blog post on the following: (ANY ONE) 05**
- 1) India's space achievements
 - 2) A film review

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Subject: ENGLISH PROFICIENCY AND LIFE SKILLS-I (EPLS-I)

Note: The sample answers provided here are for guidance only. Students must refer the text book / reference sources and prepare answers / study notes based on their reading, understanding and learning.

Q.1. MCQs (10 marks)

MCQ BANK - READING SKILLS

Sr No	Questions and Options				Ans
1	Which reading strategy is best described as reading rapidly to obtain a general overview or the main idea of a text?				
	a) Scanning	b) Skimming	c) Intensive reading	d) Critical reading	b
2	Reading a specific text to locate a particular piece of information (such as a telephone number or a flight time) is known as:				
	a) Skimming	b) Extensive reading	c) Scanning	d) Active reading	c
3	Reading in-depth with a focus on specific details, grammar, and literary elements is called:				
	a) Extensive reading	b) Intensive reading	c) Skimming	d) Speed reading	b
4	Reading large volumes of text for general pleasure or broad understanding without worrying about every detail is known as:				
	a) Intensive reading	b) Critical reading	c) Scanning	d) Extensive reading	d
5	What is the process of making an educated guess or drawing logical conclusions based on textual evidence and prior knowledge called?				
	a) Inferencing	b) Decoding	c) Paraphrasing	d) Annotating	a
6	What are the different stages of reading?				
	a) Skimming	b) Scanning	c) Close reading	d) All of these	d
7	Which of these is not the purpose of reading?				
	a) to entertain oneself	b) to gain information	c) to maintain physical fitness	d) to critically analyze a text	c
8	Predicting before reading a text primarily helps a reader to:				
	a) Memorize key terms	b) Activate prior knowledge and set a purpose	c) Translate complex vocabulary	d) Analyze sentence structure	b
9	What does SQ3R stand for in reading comprehension strategies?				
	a) Survey, Question, Read, Recite, Review	b) Scan, Query, Read, Rewrite, Remember	c) Skim, Question, Read, Review, Repeat	d) Survey, Query, Read, Re-read, Remember	a
10	When a reader combines new information from a text with existing knowledge to form an original understanding, they are engaged in:				
	a) Summarizing	b) Decoding	c) Synthesizing	d) Scanning	c
11	Identifying tone, bias, logic, and underlying motives of an author is a key component of:				
	a) Literal reading	b) Critical reading	c) Skimming	d) Casual reading	b

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12	Restating a passage in your own words while retaining its original meaning is called:				
	a) Summarizing	b) Paraphrasing	c) Annotating	d) Decoding	b
13	Condensing a text down to its main ideas and crucial supporting points in a shorter form is called:				
	a) Paraphrasing	b) Summarizing	c) Inferring	d) Scanning	b
14	What skill allows a reader to deduce the meaning of an unfamiliar word using the surrounding text?				
	a) Phonemic awareness	b) Context clues usage	c) Structural analysis	d) Scanning	b
15	Reading smoothly, accurately, and with appropriate expression and speed is known as:				
	a) Reading fluency	b) Reading encoding	c) Reading comprehension	d) Reading decoding	a
16	What is the main goal of developing effective reading skills?				
	a) To read as fast as possible	b) To extract meaning and achieve comprehension	c) To memorize entire books word-for-word	d) To avoid re-reading texts	b
17	Which reading strategy is most suitable when a reader needs to locate a specific date, name, or key statistical figure without reading the surrounding paragraphs in full?				
	a) Annotating	b) Close reading	c) Scanning	d) Skimming	c
18	What is the primary purpose of reading?				
	a) To memorize every word	b) To decode written text and extract meaning	c) To count the number of sentences	d) To translate words into another language	b
19	What does the term "reading between the lines" mean?				
	a) Finding blank spaces in the text	b) Understanding implied or hidden meanings not directly stated	c) Skipping alternate lines while reading	d) Correcting grammar mistakes	b
20	The central thought or main point around which an entire paragraph is built is known as the:				
	a) Main idea	b) Supporting detail	c) Footnote	d) Glossary	a
21	Moving your eyes backwards over text you have already read due to confusion or habit is known as:				
	a) Progression	b) Fixation	c) Regression	d) Eye span	c
22	Reading a short text in detail to understand every word and concept, as done in a classroom or for an exam, is called:				
	a) Extensive reading	b) Intensive reading	c) Skimming	d) Speed browsing	b
23	Which sentence in a paragraph typically introduces the main point of that paragraph?				
	a) Concluding sentence	b) Transition phrase	c) Topic sentence	d) Reference citation	c
24	The skill of anticipating or guessing what will happen next in a passage before reading further is called:				
	a) Skimming	b) Predicting	c) Reviewing	d) Editing	b
25	What is the "Survey" step in the SQ3R method designed to help the reader do?				
	a) Memorize the text	b) Gain an	c) Answer test	d) Write an essay	b

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		overview of headings and structure	questions		
26	Reading fluency is primarily a combination of:				
	a) Speed and accuracy	b) Loudness and pitch	c) Writing speed and neatness	d) Vocabulary size and page count	a
27	Which type of reading allows for faster speed and better personal concentration in daily academic study?				
	a) Reading aloud	b) Choral reading	c) Silent reading	d) Whispered reading	c
28	Highlighting text, writing marginal notes, and underlining keywords while reading is known as:				
	a) Annotating	b) Paraphrasing	c) Skimming	d) Proofreading	a
29	Sentences that provide examples, evidence, and explanations to back up the main idea are called:				
	a) Topic sentences	b) Supporting details	c) Thesis statements	d) Transition markers	b
30	Words or phrases like <i>however</i> , <i>therefore</i> , and <i>in addition</i> that link ideas together are known as:				
	a) Transition words	b) Root words	c) Affixes	d) Homophones	a
31	According to the text 'Hazards of Food Colouring', the synthetic yellow and red colours added to commercial candies are derived from:				
	a) Real fruit extracts	b) Petroleum	c) Crushed flowers	d) Vegetable oils	b
32	What is the general definition of food colouring given in the passage?				
	a) Any preservative that extends food shelf-life	b) Any nutrient that enhances food health value	c) Any substance added to food to impart a desirable colour to it	d) Any chemical used to change food texture	c
33	Why do consumers prefer a bright red apple over an apple with a dull red shade?				
	a) It is cheaper in price	b) They assume it will be fresher, riper, tastier, and healthier	c) It contains more artificial vitamins	d) It lasts longer without rotting	b
34	What happens to the natural pigments of food during manufacturing and chemical processes?				
	a) They become brighter naturally	b) They turn into vitamins	c) They are often lost	d) They convert into sugar	c
35	Without added colours, what do most processed foods (especially junk foods) actually look like?				
	a) Bright white	b) Colourless or dull, pasty shades	c) Dark brown	d) Completely transparent	b
36	Why might a layer of artificial dye be added to fresh oranges from an orchard?				
	a) To make them taste sweeter	b) To ensure uniform colour and make them more marketable	c) To increase their vitamin C content	d) To prevent pests from eating them	b
37	Why do some poultry farmers feed food colouring to their chickens?				
	a) To make them lay	b) To improve	c) To enhance the	d) To protect the	c

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	more eggs	chicken feathers	colour of the egg yolk	birds from diseases	
38	Which of the following non-food product categories also uses food colouring agents?				
	a) Engine oil	b) Paint thinner	c) Cosmetics, soaps, and shampoos	d) Cement mixes	c
39	From which sources are natural colouring agents primarily derived?				
	a) Coal tar and petroleum	b) Synthetic polymers	c) Fruits, vegetables, and sometimes animals or insects	d) Industrial minerals	c
40	What does the term "carcinogenic" mean as explained in the text?				
	a) Causing insomnia	b) Containing cancer-causing agents	c) Inducing food allergies	d) Causing digestive issues	b
41	Which age group faces the greatest health risk from synthetic food colouring as mentioned in the passage "Hazards of Food Colouring"?				
	a) Elderly people	b) Infants only	c) Children and young adults	d) None of these	c
42	Which of the following is NOT an adverse effect associated with synthetic dyes in the text?				
	a) Hyperactivity and behavioural issues	b) Allergic reactions and asthma	c) Improved eyesight and memory	d) Organ damage and birth defects	c
43	Apart from cosmetically enhancing food appearance, what actual nutritional purpose does food colouring serve?				
	a) It provides essential minerals	b) It does not serve any health or nutritional purpose	c) It provides extra calories	d) It acts as an antioxidant	b
44	Why is the food industry reluctant to switch completely to natural colouring agents?				
	a) Natural dyes are toxic	b) Natural dyes are illegal to use	c) Financial reasons (natural dyes are less bright and more expensive)	d) Natural dyes are banned by governments	c
45	An advantage of synthetic dyes for food manufacturers over natural dyes is that synthetic dyes are:				
	a) Rich in trace fruit flavours	b) Cheaper, odourless, tasteless, and more concentrated	c) Completely biodegradable	d) Extracted directly from organic plants	b
46	By law, where are food manufacturers required to declare all food additives and colours?				
	a) In newspapers	b) On the product packaging / list of ingredients	c) On television advertisements	d) In medical journals	b
47	Which of the following is recommended as a healthy, natural alternative for colouring food at home?				
	a) Beetroot and spinach	b) Tartrazine	c) Liquid paraffin	d) Synthetic food	a

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	juice	powder		essence	
48	What is the overarching message/conclusion of the essay regarding synthetic food colouring?				
	a) It is essential for modern health	b) It is altogether avoidable and appearances can be deceptive	c) It should replace natural ingredients everywhere	d) It is impossible to identify in packaged food	b
49	Why does colour play a critical role when a consumer chooses one product over another?				
	a) It changes the core functional performance and internal hardware of a product	b) It evokes instant emotional reactions and communicates brand identity or value	c) It guarantees that the product will be priced lower than competitors.	d) It legally prevents other companies from making similar items.	b
50	According to the passage “Hazards of Food Colouring”, what should one do to avoid being affected by synthetic colouring?				
	a) be an informed consumer	b) eat home-made fresh food and reduce the intake of junk food	c) use standardised food products	d) All of these	d

MCQ BANK - CUSTOMER RELATION SKILLS

Sr No	Questions and Options				Ans
1	According to the text, a company's success in the modern world depends broadly on which two key factors?				
	a) Lowering prices and aggressive advertising	b) Providing a good product/service and fostering positive customer relations	c) Hiring external consultants and expanding physical stores	d) Reducing manufacturing costs and automating all interactions	b
2	What does "customer relations" encompass beyond direct interactions between representatives and customers?				
	a) Designing the company's logo and branding	b) Managing internal payroll and human resources	c) Understanding customer needs, tailoring offerings, and taking pre-emptive measures against potential issues	d) Setting financial goals and tax strategies	c
3	What is the main goal of customer relations?				
	a) to lower production costs	b) to build long-term trust / loyalty	c) to design new factory machines	d) to reduce the staff	b
4	What is customer service defined as in the text?				
	a) The department that handles legal disputes	b) All assistance provided to customers before, during, and after the sale	c) The process of manufacturing and packaging a product	d) The financial accounting done at the end of every quarter	b
5	According to the text, why do customers tend to turn away from certain sellers?				
	a) If the seller offers discounts	b) If the seller pushes an offering persistently or aggressively	c) If the seller explains product advantages clearly	d) If the seller provides evidence or demonstrations	b
6	What is described as "perhaps the most important aspect" of persuading a customer to engage with an offering?				

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	a) Offering a discount on every purchase	b) Forcefully insisting that the customer buys the product	c) Justifying your suggestions by giving good reasons, advantages, and evidence	d) Ignoring the customer's questions	c
7	When a customer likes an unsuitable offering, what is recommended during negotiation?				
	a) Strongly refuse to sell them any product at all	b) Politely communicate why it is wrong, suggest alternatives, and be open to compromise	c) Immediately agree and sell the unsuitable product without mentioning flaws	d) Call security to handle the customer	b
8	What is the most effective way to handle an angry customer?				b
	a) interrupt often	b) listen patiently	c) postpone/delay	d) argue back	
9	What are the different ways of gathering feedback from customers?				
	a) surveys	b) interviews	c) social media	d) All of these	d
10	How does the glossary define "customer churn"?				
	a) The total revenue generated per customer annually	b) The rate at which a company loses customers	c) The process of acquiring new customers via social media	d) The speed of delivering products to customers	b
11	What are "pain points" with reference to customer relation skills?				
	a) Physical injuries sustained during shopping	b) Recurring problems faced by customers	c) High prices set by competitors	d) System crashes during online payment	b
12	Why is creating a good product alone insufficient in today's marketplace?				
	a) Because customers no longer care about product quality	b) Because it must be supplemented by effective marketing, issue resolution, and strong customer	c) Because products automatically sell themselves through social media	d) Because digital marketing has completely replaced physical products	b

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		relationships			
13	What are "touchpoints" with reference to customer relation skills?				
	a) Physical screens inside a retail store	b) Instances of direct or indirect communication between a company and its customers	c) The buttons pressed during an automated call	d) Specific locations where factories are built	b
14	What is "predictive analytics" with relation to customer relation skills?				
	a) Analyzing financial statements from past decades	b) Using data to predict or figure out customers' necessities	c) Guessing customer demands without using data	d) Conducting manual surveys door-to-door	b
15	What is an "omnichannel" system?				
	a) Selling products exclusively through a single website	b) A system where different purchase and communication channels (offline and online) are smoothly integrated	c) A channel dedicated solely to television advertisements	d) An internal communication tool used exclusively by managers	b
16	Which key skill involves understanding and sharing the feelings of customers?				
	a) Problem-solving	b) Empathy	c) Product knowledge	d) Technical proficiency	b
17	Why is "product knowledge" necessary for customer service representatives?				
	a) It enables them to provide accurate information and smart recommendations	b) It allows them to bypass customer complaints	c) It eliminates the need for active listening	d) It helps them design new products independently	a
18	Which skill helps representatives remain calm and composed when dealing with difficult or unhappy customers?				
	a) Patience	b) Speed	c) Negotiation	d) Aggression	a
19	Training in non-verbal communication primarily enhances an employee's ability to do what?				
	a) Write technical code	b) Convey messages more effectively alongside verbal	c) Calculate discounts faster	d) Process refund requests automatically	b

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		communication			
20	Conflict resolution training helps employees improve which core capability?				
	a) Problem-solving abilities	b) Mathematical calculation	c) Graphic design skills	d) Inventory management	a
21	How does a Customer Relationship Management (CRM) system assist in customer relations?				
	a) By manufacturing goods faster	b) By tracking customer interactions, preferences, and feedback for personalized responses	c) By replacing all human employees completely	d) By setting product prices dynamically	b
22	What is the primary role of AI-powered chatbots as mentioned in the text?				
	a) To make high-level strategic business decisions	b) To handle routine enquiries, freeing up human representatives for complex issues	c) To handle all physical deliveries	d) To manage employee salary payrolls	b
23	What defines a "customer-centric culture"?				
	a) Prioritizing short-term company profit above all else	b) Prioritizing the needs and satisfaction of customers in all business decisions	c) Focusing solely on acquiring new customers while ignoring existing ones	d) Mandating that customers follow strict corporate rules	b
24	Why should companies "empower employees" in a customer-centric culture?				
	a) To allow employees to set their own work hours	b) To give them authority to make decisions that benefit the customer, fostering ownership and responsibility	c) To eliminate the need for management oversight entirely	d) To reduce the salary overhead of customer service departments	b
25	What benefit does a "feedback loop" provide to employees?				
	a) Positive feedback motivates employees, while negative	b) It guarantees an immediate promotion for	c) It allows employees to filter out dissatisfied	d) It automates the product delivery pipeline	a

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	feedback highlights areas for development	every employee	customers		
26	What is the purpose of mapping out "customer journeys"?				
	a) To track the physical travel routes of delivery drivers	b) To identify pain points and opportunities for enhancing the customer experience	c) To limit the number of touchpoints available to customers	d) To compute tax expenses across different geographical regions	b
27	How can personalization be achieved in customer relations?				
	a) By sending identical mass emails to all customers	b) By leveraging customer data and keeping track of customer preferences and past interactions	c) By asking customers to fill out lengthy forms every time they visit	d) By ignoring past purchase history to treat every visit as a new one	b
28	Which of the following is an active listening technique to improve customer relations?				
	a) Interrupting the customer to offer an immediate solution	b) Showing attentiveness using body language, such as nodding and maintaining eye contact	c) Multitasking while the customer speaks	d) Reading a scripted sales pitch while the customer is talking	b
29	What should a representative do during active listening to ensure clarity and understanding?				
	a) Repeat back what the customer said in their own words (clarify and summarize)	b) Transfer the call immediately to a manager	c) Ask the customer to write an email instead	d) Silence the microphone until the customer stops talking	a
30	What does the Net Promoter Score (NPS) metric gauge?				
	a) Employee attendance levels	b) How likely customers are to recommend a company to others	c) The speed of website loading times	d) The total profit margin on a specific product	b
31	High customer retention rates indicate which of the following?				
	a) Customers are dissatisfied and	b) Customers are satisfied and	c) The company is spending too much	d) Product prices are set too low	b

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	looking for alternatives	likely to return	on advertising		
32	How do large online companies demonstrate a customer-centric approach according to the text?				
	a) By relying exclusively on physical retail stores	b) By leveraging technology and data for personalized recommendations and continuous improvement driven by feedback	c) By avoiding the use of customer feedback	d) By focusing strictly on business-to-business wholesaling	b
33	What unique strategy by reputed retailers is known for regarding customer satisfaction?				
	a) Never offering refunds under any circumstance	b) Empowering employees to go above and beyond, even recommending competitors if needed	c) Replacing all customer service representatives with static web forms	d) Standardizing calls to last no longer than two minutes	b
34	What customer relations strategy is used by major organisations in the hotel industry?				
	a) Training employees to anticipate and fulfil customer needs proactively	b) Offering low grade facilities to customers	c) Eliminating human staff in favour of automated check-in kiosks	d) Only responding to complaints after formal written letters are received	a
35	Which of the following is listed as a common obstacle/challenge in improving customer relations?				
	a) Over-funding of customer support departments	b) Resistance to change from employees and management	c) Excessive customer loyalty	d) Too many available staff members	b
36	What difficulty is associated with "consistency" in customer relations?				
	a) Ensuring a consistently high level of customer service across all touchpoints	b) Keeping product packaging colours identical over decades	c) Maintaining identical price points across different international currencies	d) Using the exact same employee training manual forever	a
37	What type of constraints can hinder efforts to improve customer relations?				
	a) Limited resources,	b) Unlimited	c) Surplus training	d) Too much positive	a

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	including time and budget	administrative support	facilities	customer feedback	
38	How can companies overcome resistance and secure commitment for customer relations initiatives?				
	a) By eliminating leadership roles	b) By securing leadership buy-in to prioritize customer relations and allocate resources	c) By ignoring management feedback	d) By penalizing customers who submit complaints	b
39	What strategy helps maintain sharp and up-to-date customer service skills over time?				
	a) One-time orientation during employee onboarding	b) Continuous training and development opportunities	c) Reading a single handbook once a year	d) Testing employees without providing prior study material	b
40	What is the benefit of "cross-functional collaboration" in customer service?				
	a) It fosters collaboration across departments to ensure a unified approach	b) It keeps departments completely isolated from each other	c) It eliminates the need for customer service representatives	d) It reduces communication between internal teams	a
41	What future trend is expected to provide instant support and predictive analytics in customer service?				
	a) Manual paper filing systems	b) Landline telephone networks	c) Traditional postal mail	d) Artificial Intelligence (AI)	d
42	In the future, companies are expected to shift from reactive customer service to what?				
	a) Delayed service	b) Passive service	c) Proactive service (identifying and addressing issues before they trouble customers)	d) Strictly automated phone menus with no resolution	c
43	What type of interactions forms part of customer relations?				
	a) Only online chat interactions	b) Both direct interactions with representatives and broader efforts to understand and fulfill customer	c) Only face-to-face interactions in physical stores	d) Only phone calls made after a product breaks	b

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		needs			
44	If a customer is looking for headphones, how should a seller justify an alternative model?				
	a) By claiming it is the most expensive item in the store	b) By mentioning comfort features, positive feedback from other buyers, and performance traits like noise cancellation	c) By telling the customer that their initial choice is completely useless	d) By offering a discount without explaining any product specifications	b
45	What effect do poor customer relations have on a business according to the text?				
	a) Increased retention rates and positive word-of-mouth	b) Immediate increase in stock market value	c) Higher employee satisfaction	d) Customer churn, negative reviews, and a damaged reputation	d
46	What does investing in customer relations skills ultimately lead to?				
	a) Lower operational costs and fewer employees	b) Complete replacement of human staff by software	c) Greater customer satisfaction, loyalty, and long-term business success	d) Exemption from market competition	c
47	What role-play exercise or workshop is advisable to help employees relate to customer feelings?				
	a) Sales competition	b) Software debugging	c) Speed-typing drill	d) Empathy training	d
48	What are some challenges in improving customer relation skills?				
	a) Resistance to change	b) Consistency	c) Resource constraints	d) All of these	d
49	How can one overcome the challenges in improving customer relation skills?				
	a) Continuous training	b) Cross-functional collaboration	c) Leadership buy-in	d) All of these	d
50	Which of these is not a necessary skill for improving customer relations skills?				
	a) Effective Communication	b) Problem-solving	c) Empathy	d) Apathy	d

MCQ BANK – VOCABULARY SKILLS

Sr No	Questions and Options				Ans
1	Which root means "life"?				
	a) graph	b) logy	c) bio	d) chrono	c
2	Which root means "study of"?				
	a) logy	b) geo	c) gram	d) graph	a
3	The word 'biology' means:				
	a) Writing about life	b) Study of life	c) Measure of life	d) Love of life	b
4	What is the correct antonym of the word 'legal'?				
	a) illegal	b) unlegal	c) dislegal	d) prolegal	a
5	Which word uses the prefix meaning 'wrong'?				
	a) misinterpret	b) predict	c) biography	d) telephone	a
6	The root 'phobia' means ...				
	a) love	b) fear	c) study	d) light	b
7	Which word contains the root meaning "earth"?				
	a) Geography	b) Biology	c) Autograph	d) Transport	a
8	What is the root word in the word 'unable'?				
	a) un	b) able	c) ble	d) ab	b
9	Which root means "time"?				
	a) chrono	b) tele	c) graph	d) port	a
10	Which root means "write"?				
	a) graph	b) geo	c) logy	d) bio	a
11	Which word means "writing about oneself"?				
	a) Biography	b) Geography	c) Autobiography	d) Telegraphy	c
12	Which root means "carry"?				
	a) photo	b) port	c) tele	d) gram	b
13	Which word contains the root meaning "see"?				

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	a) Visible	b) Portable	c) Generation	d) Democracy	a
14	The root 'phil' means...				
	a) fear	b) love	c) writing	d) water	b
15	Which root means "light"?				
	a) photo	b) tele	c) graph	d) port	a
16	Which root means "far away"?				
	a) tele	b) ultra	c) infra	d) kilo	a
17	The root 'micro' means...				
	a) large	b) small	c) many	d) first	b
18	Which root means "large"?				
	a) macro	b) micro	c) kilo	d) proto	a
19	Which root means "first"?				
	a) proto	b) pseudo	c) retro	d) infra	a
20	Which root means "false"?				
	a) proto	b) pseudo	c) ultra	d) tele	b
21	Which word contains the root meaning "mind"?				
	a) Psychology	b) Geography	c) Biography	d) Telescope	a
22	Which word contains the root meaning "watch"?				
	a) Microscope	b) Biography	c) Democracy	d) Portable	a
23	Which prefix means "not"?				
	a) pre-	b) non-	c) bi-	d) auto-	b
24	Which prefix means "before"?				
	a) pre-	b) post-	c) sub-	d) anti-	a
25	Which prefix means "against"?				
	a) auto-	b) anti-	c) inter-	d) semi-	b
26	Which prefix means "self"?				
	a) auto-	b) pre-	c) inter-	d) bi-	a
27	Which prefix means "between"?				

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Subject: ENGLISH PROFICIENCY AND LIFE SKILLS-I (EPLS-I)

	a) inter-	b) tri-	c) de-	d) dis-	a
28	Which word contains a prefix meaning "under"?				
	a) Subway	b) Rewrite	c) Bicycle	d) Antisocial	a
29	Which prefix means "again"?				
	a) re-	b) semi-	c) tri-	d) auto-	a
30	Which prefix means "half"?				
	a) semi-	b) bi-	c) tri-	d) non-	a
31	Which prefix means "three"?				
	a) mono-	b) tri-	c) bi-	d) multi-	b
32	Which suffix means "capable of being"?				
	a) -hood	b) -able	c) -ness	d) -ment	b
33	Which suffix means "government"?				
	a) -cracy	b) -ism	c) -ness	d) -ment	a
34	Which suffix means "state or quality"?				
	a) -hood	b) -less	c) -ic	d) -wise	a
35	Which suffix means "without"?				
	a) -less	b) -hood	c) -able	d) -ment	a
36	Which suffix forms nouns showing "state of being"?				
	a) -ness	b) -ic	c) -ish	d) -wise	a
37	Which suffix means "belief in"?				
	a) -ist	b) -ism	c) -wise	d) -ment	b
38	Which suffix means "person who does"?				
	a) -ment	b) -hood	c) -ist	d) -ness	c
39	Which word has both a prefix and a suffix?				
	a) Decentralise	b) Airport	c) Graph	d) Heat	a
40	In the word <i>transformation</i> , the suffix is				
	a) trans	b) form	c) ation	d) formation	c
41	Which word contains the prefix un-?				

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Subject: ENGLISH PROFICIENCY AND LIFE SKILLS-I (EPLS-I)

	a) Undo	b) Universal	c) Unite	d) Union	a
42	The root in prediction is				
	a) pre	b) dict	c) predict	d) ion	b
43	Which word is formed using the root word meaning 'water'?				
	a) Aquarium	b) Biology	c) Microscope	d) Democracy	a
44	Which word is formed by adding the suffix -ment?				
	a) Movement	b) Shipment	c) Agreement	d) All of these	d
45	What does the prefix 'il' mean in the word 'illegal'?				
	a) similar	b) not	c) away	d) before	b
46	What does 'mono' mean in the word 'monologue'?				
	a) one	b) two	c) three	d) four	a
47	What does 'kilo' mean in the word 'kilogram'?				
	a) hundred	b) thousand	c) ten	d) lakh	b
48	What is the root word in the word 'portable'?				
	a) able	b) port	c) table	d) None of these	b
49	What is the meaning of the root 'therm'?				
	a) air	b) water	c) heat	d) earth	c
50	What is the root word in 'photon'?				
	a) photo	b) ton	c) on	d) None of these	a

Q.2.A. (5 marks)

Reading Skills

B. Long Answer Questions

1. Why does one need to understand the purpose of reading something before they start going through the material?

Ans. Understanding why we are going to read a text is very important. Before starting, a reader should know the purpose of reading. Reading without a clear purpose often becomes slow and confusing. The reader may lose interest, become tired, and remember very little of what was read. When the purpose is clear, the reader knows how to read, how fast to read, and how much attention to give to the text.

Different purposes need different reading methods.

Scanning for specific information: If we are looking for a date, name, number, or definition, we do not need to read every word. We quickly look through the text until we find the required information.

Skimming for main ideas: If we want to understand the general meaning of a text, we read the headings, first sentences of paragraphs, and the conclusion. This helps us understand the main points in less time.

Close reading or Intensive reading: For academic study, research, or literature, we read slowly and carefully. We try to understand the writer's ideas, reasons, evidence, and hidden meanings.

Knowing the purpose also helps us connect new information with what we already know. It helps us focus on important ideas and ignore unnecessary details. In this way, purposeful reading makes us active readers and helps us understand and remember the text better.

2. How does colour influence perceived taste?

Ans. Colour is one of the first things we notice about food and drinks. It can affect what we expect them to taste like even before we eat or drink them. Our brain uses colour to guess whether something is fresh, sweet, ripe, safe, or nutritious.

The main ways colour influences taste are:

1. Evolution and Learned Associations:

People have learned to connect certain colours with particular tastes. Bright red, orange, and yellow colours are often linked with sweet, ripe, and healthy fruits. Dull green may suggest

that a fruit is unripe or sour. Unusual colours such as blue or dark purple may sometimes be seen as unsafe or spoiled. Therefore, a red drink may make us expect a sweet or berry flavour, while a pale yellow or light green drink may make us expect a sour or citrus taste.

2. Sensory Priming:

Our eyes strongly influence our other senses. For example, if a cherry-flavoured drink is given a green colour, people may think it tastes like lime or green apple. This shows that what we see can sometimes influence what we think we taste.

3. Colour Intensity:

A stronger and brighter colour can make a drink appear more flavourful and sweeter. Thus, colour can influence taste, quality, and our overall enjoyment of food and drinks.

3. Can food be marketed effectively without adding food colouring in the modern world? Justify your answer.

Ans. Yes, food can be marketed successfully without using artificial or synthetic food colours. Today, many consumers are more aware of their health and prefer products with simple, natural, and clearly mentioned ingredients. In the past, food companies often used bright artificial colours to attract customers. However, modern consumers are becoming more careful about artificial colours, additives, and chemicals.

A brand can promote food without artificial colours in the following ways:

1. Clean-Label and Clear Information:

Companies can clearly mention statements such as “**No Artificial Colours**” or “**No Synthetic Additives.**” This can create a positive image of the product. Natural and simple-looking colours may make consumers feel that the product is pure and healthy.

2. Use of Natural Colours:

Food companies can use colours obtained from natural sources such as beetroot, turmeric, berries, paprika, and spirulina. These ingredients can give food attractive colours without using artificial dyes.

3. Natural and Traditional Image:

Brands can show natural colour differences as a sign of real and fresh ingredients. Attractive packaging and stories about farms, traditional methods, and natural ingredients can also increase consumer interest.

Thus, although some colourful products still use artificial dyes, many consumers are now willing to pay more for natural, healthy, and dye-free food products.

4. 'Appearances can be quite deceptive.' Briefly explain this sentence in the light of the essay.

Ans. The saying “**appearances can be deceptive**” means that things may not always be as good or real as they look. This idea is very important when we study consumer behaviour, food, and the way people are influenced by what they see. Food companies often use attractive colours, shapes, and packaging to make their products look fresh, tasty, and healthy.

This deception can happen in several ways:

1. Attractive Appearance Instead of Real Quality:

Some processed foods may contain very little natural or nutritious ingredients. However, artificial colours and other additives can make them look bright and attractive. For example, a strawberry-flavoured drink or cake may have very little real strawberry in it, but its bright red colour may make consumers think that it contains fresh fruit.

2. Using Natural Human Instincts:

People naturally connect bright colours with fresh, ripe, and healthy food. Companies use this natural habit to attract customers. Bright colours can make old, highly processed, or less nutritious food appear more appealing.

3. Importance of Critical Thinking:

This idea is not limited to food. In everyday life, people can also be influenced by attractive appearances, impressive presentations, or beautiful packaging. Therefore, we should not judge something only by how it looks.

We should carefully check the **ingredients, facts, quality, and actual benefits** of a product before buying or accepting it.

C. Personal Response Questions

1. Why do you think reading comprehension is considered a key soft skill?

Ans. Reading comprehension is an important soft skill because it helps a person understand written information clearly. It supports **critical thinking, communication, decision-making, problem-solving, and emotional understanding**. In both personal life and the workplace, people read many different types of information, such as emails, instructions, reports, notices, policies, project plans, and other documents. Simply reading the words is not enough. A person should understand the main idea, important details, purpose, tone, message of the text.

Good reading comprehension also helps people understand different opinions and points of view. When we read about different people, situations, and experiences, we learn to look at problems from different perspectives. This develops **empathy and emotional intelligence**. It also helps us avoid misunderstandings and communicate better with others.

In the workplace, poor reading skills can lead to mistakes. Employees may misunderstand instructions, miss important information, or make wrong decisions. This can affect teamwork and the successful completion of projects.

Therefore, reading comprehension is an essential soft skill. It helps people turn written information into useful knowledge and action. It improves **communication, teamwork, leadership, decision-making, and problem-solving**, making a person more effective in both professional and personal life.

2. Do you think colour plays an important role while choosing one product over another? Why and how?

Ans. Yes, colour plays an important role when consumers choose one product over another. Colour is often the first thing people notice about a product. Before reading the label, checking the price, or comparing its features, consumers may form an opinion based on its colour. Colours can create feelings and expectations about the product and can influence buying decisions.

1. Brand Image and Feelings:

Different colours create different feelings. **Blue** often gives a feeling of trust, safety, and reliability. **Green** is commonly connected with nature, health, freshness, and eco-friendly products. **Black** often represents luxury, quality, and style. Companies carefully choose colours to create a particular image for their brands.

2. Product Use and Expectations:

Colours also help consumers understand what a product is meant for. For example, green packaging may suggest a natural or herbal product, while bright colours may suggest fun or excitement. If the colour matches the purpose of the product, customers can understand it more easily. However, unusual colours may sometimes confuse them.

Therefore, colour can strongly influence consumer choice. When two products have similar quality and price, the colour and appearance of the product may encourage a consumer to choose one over the other.

3. Do you think generating awareness regarding the side effects of artificial food colouring will solve the issue? Justify your answer.

Ans. Creating awareness about the possible harmful effects of artificial food colours is important, but **awareness alone cannot solve the problem completely**. It can help people understand the ingredients in food products and encourage them to choose healthier options. However, several other factors also affect people's food choices.

1. Availability and Cost:

Foods with artificial colours are often cheaper, easily available, and have a longer shelf life. Natural or organic products may be more expensive and less easily available. Therefore, even people who know about the possible risks may not always be able to afford healthier alternatives.

2. Government Rules:

Governments should make strong rules to control the use of harmful artificial colours. Clear

labels should be provided on food packages. The advertising of products containing harmful additives, especially to children, should also be properly controlled.

3. Support for Natural Colours:

Governments and food companies should encourage the use of natural colours obtained from ingredients such as **beetroot, turmeric, berries, and spirulina**. Making these natural alternatives affordable can help more companies use them.

Thus, awareness is an important first step, but it should be supported by **strict regulations, affordable healthy choices, clear food labels, and greater use of natural alternatives**. Only a combined approach can effectively address the problem.

D. Situation-Based Questions

1. If you had to read an article of around six pages in fifteen minutes and then write a short critical note on it, which method of reading would you utilise and why?

Ans. If I had to read a six-page article in only fifteen minutes and then write a short critical note, I would use a **combination of skimming, scanning, and careful reading of important parts**. Reading every word slowly would take too much time. This method would help me understand the main ideas quickly and still leave enough time to write my critical note.

Phase 1: Skimming (First 3–4 Minutes):

I would quickly look at the **title, introduction, headings, important sentences, and conclusion**. This would help me understand the main topic, purpose, and central argument of the article.

Phase 2: Scanning (Next 4–5 Minutes):

I would look for **important facts, examples, arguments, keywords, and supporting evidence**. I would also pay attention to words such as *however, therefore, and furthermore*, as they show changes or connections between ideas. I would make brief notes about important points and possible weaknesses.

Phase 3: Critical Thinking and Writing (Last 6–7 Minutes):

Finally, I would use my notes to write the critical note. I would discuss the **main argument, strengths, weaknesses, evidence, and overall effectiveness** of the article.

Thus, this method would help me **save time, understand the main ideas, think critically, and complete the task effectively within fifteen minutes**.

2. If you were in charge of a processed foods company, would you add artificial food colouring to your products keeping in mind that your competitors are using it? Justify your answer.

Ans. If I were in charge of a processed food company, **I would not use artificial food colours** in my products just because my competitors are using them. Instead, I would use

natural colours from fruits, vegetables, and other natural ingredients, or I would sell the product without added colour. Although bright artificial colours may attract customers in the short term, using natural ingredients would be better for the company in the long run.

1. Creating a Different Brand Image:

By avoiding artificial colours, my company could attract **health-conscious consumers, parents, and people who prefer natural products**. The product could be promoted as safe, simple, and natural.

2. Preparing for Future Changes:

Food safety rules may become stricter in the future. If artificial colours are restricted, companies using them may have to change their products. Using natural colours from the beginning would help my company avoid such problems and extra costs.

3. Building Consumer Trust:

I would clearly mention the ingredients on the package and promote the use of natural colours. Customers may trust a company more when it is honest and transparent about its products.

Therefore, I would **choose natural colours instead of artificial ones**. This may require more effort and cost at first, but it can help build a trusted brand and provide long-term benefits.

3. Being aware of the dangers of artificial substances in food, you look through the ingredient labels of two different cakes you are trying to choose from. You realise that the one which has used natural colouring is significantly more expensive than the one which has used artificial dyes. Which one would you buy and why?

Ans. If I had to choose between two cakes, I would **buy the cake made with natural colouring**, even if it were more expensive. I believe that health is more important than saving a small amount of money. Before buying food, we should check the ingredients and try to choose products with simple and natural ingredients.

1. Giving Importance to Health:

I would choose the natural-coloured cake because it contains natural colouring instead of artificial dyes. I would prefer to avoid unnecessary artificial ingredients in my food. Paying a little more for a better-quality product can be a good choice when it supports healthier eating habits.

2. Supporting Natural Food Products:

When consumers buy products made with natural ingredients, they encourage food companies to use better and safer alternatives. If more people choose such products, companies may produce them in larger quantities, which could eventually make them more affordable.

However, if the natural cake were too expensive for my budget, I would **eat cake less often rather than always choosing the cheaper product** simply because it contains artificial colouring.

Therefore, I would choose the **natural-coloured cake** because I value **quality, natural ingredients, and long-term well-being over a lower price.**

Customer Relations Skills

B. Interpretative Questions

1. Why is it important to justify one's recommendations to a potential customer?

Ans. It is important to explain and justify a recommendation to a potential customer because it helps the customer **understand the value of the product or service and make a confident decision.** Customers usually want to know why a particular product is suitable for them. Simply telling them to buy something may not create trust.

A clear explanation provides several benefits:

1. Understanding Customer Needs:

When we explain why a product is suitable, we can connect its features with the customer's **needs, problems, budget, and expectations.** This shows that we have listened carefully and are trying to help rather than simply sell a product.

2. Reducing Doubts:

Customers may feel unsure before making a purchase, especially when the product is expensive. Giving clear reasons, examples, and information can reduce their doubts and make them feel more confident about their choice.

3. Building Trust and Professionalism:

A salesperson who gives logical and honest reasons appears **knowledgeable, helpful, and trustworthy.** Customers are more likely to trust someone who can explain the advantages and limitations of a product clearly.

Therefore, justifying recommendations is important because it **builds trust, reduces confusion, helps customers make better decisions, and creates long-term relationships** between the customer and the business.

2. How is it beneficial for a company to empower its employees to make decisions that benefit the customers?

Ans. Empowering employees to make decisions that help customers can be very beneficial for a company. When employees are given some freedom to solve customer problems, they can respond **quickly and effectively** without waiting for permission from senior managers. This can improve both customer satisfaction and the performance of the company.

1. Quick Solution to Customer Problems:

Employees can solve problems immediately by offering a refund, replacing a damaged product, giving a discount, or providing another suitable solution. Customers feel happy

when their problems are solved quickly. This can increase their trust and loyalty towards the company.

2. Better Employee Confidence:

When employees are trusted to make decisions, they feel **respected and responsible**. They become more confident and interested in their work. Instead of simply following instructions, they can think of practical solutions to customer problems.

3. Saves Time and Reduces Costs:

If every small problem needs approval from a manager, it can waste time. Empowered employees can handle many issues themselves. This reduces unnecessary paperwork and allows managers to focus on more important tasks.

Thus, employee empowerment benefits both the **customers and the company**. It provides faster service, improves employee satisfaction, saves time, and helps build stronger customer relationships.

3. Why is proactive customer service better than reactive customer service?

Ans. Proactive customer service is better than reactive customer service because it tries to **identify and solve customer problems before they become serious**. Reactive customer service waits for a problem to happen and then responds after the customer complains. Proactive service, on the other hand, takes action in advance.

1. Builds Trust and Customer Satisfaction:

If a company knows about a delivery delay, service problem, or technical issue, it can inform customers before they face the problem. It can also provide an alternative solution or a new delivery time. This makes customers feel that the company **cares about them and their needs**.

2. Reduces Customer Complaints:

Companies can prevent many common problems by providing useful information in advance. For example, they can send **instructions to new customers, maintenance alerts, payment reminders, or product-use tips**. This reduces the number of calls and complaints received by the customer service team.

3. Improves Customer Loyalty:

When a company regularly helps customers and solves possible problems before they occur, customers develop greater trust in the company. They are more likely to continue using its products or services and recommend the company to others.

Thus, proactive customer service is better because it **prevents problems, saves time, reduces complaints, improves customer satisfaction, and builds long-term customer relationships**.

C. Personal Response Questions

1. Write about one positive and one negative experience you have had while dealing with the customer service of a company you bought something from. Would you buy anything from either of these companies in the future? Justify your answer.

Ans. I had a **positive experience** with the customer service of an online bookstore. I had ordered an academic textbook, but some pages were badly printed and difficult to read. This happened just a few days before my examination. I contacted the customer service team through live chat. The representative understood my problem and quickly sent me a new copy without asking me to go through a long process. They also gave me a voucher for my next purchase. I was very happy because my problem was solved quickly and politely. I would definitely buy books from this company again.

I also had a **negative experience** with an electronics company. A computer monitor that I had recently purchased stopped working within a few weeks. When I contacted customer service, they sent me from one department to another. The store, repair centre, and manufacturer each blamed the other. It took almost two months, and my problem was still not solved properly.

I would continue buying from the online bookstore because it **values its customers and provides quick service**. However, I would avoid the electronics company because its poor service and lack of responsibility reduced my trust in it.

2. Are positive customer relations truly necessary? Shouldn't providing a good product or service be enough to retain customers? Justify your answer.

Ans. Yes, **positive customer relations are very important**. Providing a good product or service is necessary, but it is not always enough to keep customers for a long time. Today, many companies offer products of similar quality and price. Therefore, the way a company treats its customers can make a big difference.

1. Helps a Company Stand Out:

When different companies offer similar products, customers often choose the company that provides **better service, quick responses, and friendly support**. Good customer relations can make a company different from its competitors.

2. Builds Customer Loyalty:

A good product satisfies the customer's basic needs, but kind and helpful service creates **trust and a positive relationship**. Customers are more likely to stay with a company when they feel respected and valued. They may even forgive small mistakes if the company handles them politely and quickly.

3. Creates a Positive Image:

A company may have an excellent product, but if its employees are rude or ignore customer

problems, people may stop buying from it. Customers want both **good products and good treatment**.

Therefore, a good product is only the beginning. **Positive customer relations build trust, loyalty, and long-term relationships**. A company that combines quality products with excellent customer service is more likely to retain its customers and succeed in the long run.

3. How do you feel about the integration of AI in customer service? Does it make the necessity of human intervention obsolete? Justify your answer.

Ans. I think the use of **Artificial Intelligence (AI) in customer service is very useful**, but it does not mean that human employees are no longer needed. AI can make customer service faster and easier, especially for simple and common questions.

1. AI Handles Routine Tasks:

AI chatbots can work 24 hours a day and quickly answer common questions. They can help customers **track orders, check account details, reset passwords, provide basic information, and solve simple problems**. This saves time for both customers and employees.

2. Humans Provide Empathy:

Some customers may be angry, worried, or upset because of a serious problem. AI may not understand their feelings as well as a human employee can. A human representative can **listen patiently, show understanding, calm the customer, and provide emotional support**.

3. Humans Can Handle Difficult Problems:

Not every customer problem is simple or predictable. Some situations require careful thinking, judgment, and special solutions. Human employees can understand unusual situations and make decisions according to the customer's needs.

Therefore, AI should **support human employees rather than replace them completely**. The best approach is to use AI for simple and repetitive tasks while allowing human employees to handle difficult and sensitive problems. This combination can provide **faster, more efficient, and more caring customer service**.

D. Situation-Based Questions

1. A customer of the sports shoes company where you work likes a pair of running shoes for their colour, but you know the company offers another option of a higher quality that is more suited to the task. How would you handle this situation?

Ans. If a customer likes a pair of running shoes mainly because of their colour, but I know that another pair is better for running, I would **respect the customer's choice and politely**

explain the benefits of the better pair. I would not force the customer to change their choice.

First, I would appreciate their choice and say something positive about the colour and design of the shoes. Then, I would ask a few simple questions about their running habits, such as **how often they run, where they run, and how long they usually run.** This would help me understand their needs.

Next, I would show them the higher-quality shoes and explain their advantages in simple language. I would explain that they may provide **better comfort, support, cushioning, and protection** during running. I would also explain that better-quality shoes may be more suitable for regular or long-distance running.

Finally, I would check whether the better shoes are available in a **colour or design that the customer likes.** If not, I would explain that comfort and proper support are more important than colour when choosing running shoes.

In this way, I would **respect the customer's preference while helping them make a safe and suitable choice.**

2. The official website of the clothing company you work for is promising a gift voucher to customers who bought apparel worth Rs 5,000 or more. However, some angry customers call you to say that the offline store is claiming the offer has expired even though there is no change on the website. How would you handle this situation?

Ans. I would handle this situation **calmly, politely, and fairly** because the customers have a genuine reason to be upset. The company's website is still showing the offer, while the store is giving different information.

1. Listen and Apologise:

First, I would listen carefully to the customers and understand their problem. I would not argue with them. I would apologise for the confusion and explain that I would try to resolve the issue as quickly as possible.

2. Honour the Offer:

Since the company's official website is still showing the offer, I would try to **honour the gift voucher** for customers who meet the conditions. I would either arrange the voucher for them or contact the store manager and ask them to provide the promised benefit.

3. Inform the Concerned Departments:

After solving the customer's problem, I would report the issue to the **marketing and store management teams.** They should check why the website and stores are giving different information. The company should either update the website or clearly inform all stores about the current offer.

Thus, I would focus on **satisfying the customer first and then correcting the internal mistake.** This would help maintain customer trust and protect the company's reputation.

3. A customer who has bought a modem from your company calls you to say that their device is not functioning and their internet is getting disconnected constantly. How would you handle this situation?

Ans. I would handle the customer's problem **calmly and politely** because frequent internet disconnection can be very frustrating. First, I would listen carefully to the customer and apologise. I would assure them that I would try my best to solve the problem quickly.

1. Check the Modem and Connections:

I would ask the customer to check whether all the **power, internet, and network cables are properly connected**. I would also ask them to check the lights on the modem. If necessary, I would guide them to switch off the modem, wait for a short time, and turn it on again.

2. Check the Network:

If the problem continues, I would check the customer's connection through our technical support system. I would try to find out whether the problem is with the **modem, its settings, the internet line, or the service provider**. If there is a known network problem, I would inform the customer about it.

3. Provide a Suitable Solution:

If the problem can be solved by changing the settings, I would guide the customer through the process. If the modem is faulty, I would arrange a **replacement under warranty** or send a technician if required. I would also give the customer a complaint or service number so that they can track the progress.

Thus, I would provide **quick, clear, and helpful support** until the customer's internet connection is working properly again.

Q.2.B. (5marks)

Anchoring Skills

Live Anchoring Script Samples

Script 1: Annual Cultural Function

"A very pleasant and enthusiastic good evening to one and all present here!

A warm welcome to our respected Chief Guest, our visionary Principal, honourable trustees, beloved faculty members, proud parents, and my energetic fellow students of Udhna College.

FYBCOM SEM-1 STUDY MATERIAL for Ability Enhancement Course (AEC)
Subject: ENGLISH PROFICIENCY AND LIFE SKILLS-I (EPLS-I)

They say that art is the soul of human expression, and today, our campus transforms into a vibrant canvas of talent, passion, and creativity. Welcome to our Annual Cultural Day—a day where we pause our academic routines to celebrate the colourful spirit of student life.

From weeks of late-night dance rehearsals in the auditorium to behind-the-scenes music practice, the energy across our college corridors has been electric. Today, we bring you an unforgettable line-up of classical melodies, high-energy dance routines, thought-provoking theatrical acts, and fashion showcases that highlight the rich cultural diversity of our institution.

Before we dive into the performances, let us begin on an auspicious note by seeking divine blessings and invoking positivity. I now invite our honourable Chief Guest, Principal Sir/Madam, and dignitaries on stage for the ceremonial lighting of the lamp.

Audience, let's welcome them with a thunderous round of applause! Sit back, cheer loud, and enjoy an extraordinary evening of art and rhythm!"

Script 2: Annual Sports Day Opening Ceremony

"Good morning, champions, sports enthusiasts, and the powerhouse family of Udhna College!

A grand welcome to our distinguished Chief Guest, respected Principal, dedicated sports coaches, teachers, and every passionate athlete standing on the field today.

Gold medals aren't really made of gold; they are made of sweat, determination, and that hard-to-find alloy called grit. Today, our college sports ground stands ready to witness speed, stamina, teamwork, and unyielding sportsmanship.

Over the next two days, the best athletes from every department will compete on the track, on the court, and on the field. But more than lifting a trophy, today is about testing your limits, lifting up your teammates, and respecting your opponents.

To officially kick off our Annual Sports Meet, we begin with the traditional March Past. Look at our dynamic contingents lined up with perfect discipline, ready to showcase unity and pride.

I request our Chief Guest and Principal Sir to step up to the saluting base to take the salute and declare the Udhna College Annual Sports Meet officially open!

Athletes, get ready. Crowd, make some noise! Let the games begin!"

Script 3: Annual Prize Distribution & Felicitation Ceremony

"A distinguished and inspiring good afternoon to everyone present in the auditorium.

FYBCOM SEM-1 STUDY MATERIAL for Ability Enhancement Course (AEC)
Subject: ENGLISH PROFICIENCY AND LIFE SKILLS-I (EPLS-I)

Respected Chief Guest, members of the management, our esteemed Principal, dedicated professors, proud parents, and my brilliant peers—welcome to the most awaited occasion of the academic year: The Udhna College Annual Prize Distribution Ceremony!

Success is neither magical nor mysterious; it is the natural result of consistent hard work, discipline, and the courage to keep improving every single day. Today, we gather not just to hand out trophies, but to honor the sleepless nights, relentless effort, and outstanding achievements of our students across academics, sports, community service, and co-curricular domains.

To all the achievers seated here today: your dedication has set a benchmark for the entire campus. And to every student in this hall: let today be a reminder that every dream is achievable when backed by genuine effort.

To commence today's celebration of excellence, I have the distinct privilege of inviting our respected Principal to the podium to present the college's Annual Academic Report and address the gathering.

Ladies and gentlemen, please put your hands together for our Principal!"

Radio Jockey Script Samples

1. Patriotic Songs: *Desh Ki Dhadkan*

(Background Music: Soft acoustic version of *Vande Mataram* fades up)

"Kemcho Surat! This is your host, RJ Kabir, live on 98.3! Look outside your window today. From the textile towers of Ring Road to the sunrise over the Tapi River, this city never stops moving. But you know what truly fuels that hustle? It's the spirit of a nation that gave us the freedom to dream this big.

Think back to the Dandi March—started right here in our backyard, shaking an entire empire with just a pinch of salt. Every bridge we cross over the Tapi today stands on the shoulders of heroes who gave up their tomorrows for our today.

Whether you're stuck in traffic near Majura Gate or sipping cutting chai at a corner stall, take a deep breath and feel that pride. Up next, we have A.R. Rahman's timeless anthem *Maa Tujhe Salaam*. Turn up the volume, Surat, and let goosebumps take over!"

(Background Music swells, crossfades into song)

2. Romantic Songs: *Surat Dil Se*

(Background Music: Warm, ambient piano with rain sound effects)

"A cool evening breeze, the horizon turning orange at Dumas Beach, and that one person on your mind whose name instantly brings a smile to your face. Welcome to *Surat Dil Se*, I'm Kabir.

They say Suratis are passionate about two things: food and love. And honestly, isn't sharing a hot, steaming plate of Locho with extra butter the ultimate love language? Love doesn't always need grand gestures. Sometimes, it's just taking the longer route home across the Cable-Stayed Bridge just to talk for five more minutes, letting the city lights blur into the background.

To everyone holding hands right now, and to those sending a silent text hoping for a reply—this next track is your soundtrack. Here is Arijit Singh with *Tum Hi Ho*. Just close your eyes and feel every beat."

(Music transitions smoothly into the track)

3. Comic Movies: *Hasi No Dose*

(Background Music: Upbeat, quirky, cartoon-style rhythm)

"Arey wah Surat! Put down whatever serious work you're doing because life is too short to keep checking deadlines. Kabir here, and welcome to *Hasi No Dose*!

Today, we are talking about the undisputed king of Bollywood comedies: *Hera Pheri*. Can we just agree that Baburao Ganpatrao Apte is not just a character; he's an entire emotion? Imagine Baburao trying to order *Ghari* during Chandi Padva: '*Utha le re baba, itna meetha direct kidney pe attack karta hai!*'

From '*Yeh Baburao ka style hai*' to '*25 din mein paisa double*', these dialogues are basically our daily office survival toolkit. Tell me your favorite comedy movie scene on our WhatsApp line. Right now, to get the giggles rolling, here's *Golmaal* title track. Smile big, Surat—laughter looks great on you!"

(Soundbite: Baburao dialogue clip, into track)

4. Action Movies: *Blockbuster Adrenaline*

(Background Music: Heavy bass, cinematic action drums)

"Fasten your seatbelts, Surat! Kabir in the studio, and we are cranking the energy to maximum overdrive!

If your afternoon feels sluggish, wipe that sleep away because today we celebrate high-octane Bollywood action. We're talking about cars flipping higher than Surat's flyovers, heroes

walking out of slow-motion explosions without a single scratch, and punchlines that hit harder than an action combo.

From Sunny Deol's legendary hand pump pull to Shah Rukh Khan jumping off trains, Bollywood action is pure cinematic madness—and we love every second of it! Next time someone cuts you off at the Ghod Dod Road signal, don't get angry—just imagine an action theme playing in the background. Feel the rush with the explosive title track of *Dhoom!*"

(Background Music: Glass shattering, engine revving into song)

5. Local Radio News: *Surat Superfast Bulletin*

(Background Music: Fast-paced, crisp news ticker beat)

"Good morning, Diamond City! It's the top of the hour, Kabir here with your quick 90-second local update on *Surat Superfast*.

- **Civic Update:** The Surat Municipal Corporation (SMC) has announced nighttime maintenance work on the Athwa-Dumas stretch starting tonight at 11 PM. Commuters are advised to take the VIP Road alternative.
- **Green Milestone:** Surat retains its top-tier clean city ranking in the mid-year urban cleanliness index, with major praise for waste segregation initiatives in the Adajan and Vesu zones.
- **Weather Watch:** Expect cloudy skies with light evening showers across the city. Temperature is hovering around 31°C with breezy conditions near the coast.
- **Cultural Spot:** The annual textile and craft exhibition kicks off this evening at the Surat International Exhibition and Convention Centre (SIECC), Sarsana.

Stay tuned, drive safe, and keep listening for the best music mix in town!"

(News sting transition back to station jingle)

Video Jockey Script Samples

1. Bollywood Buzz (Entertainment Desk)

"Hey movie fans, welcome back to *The B-Town Scoop*! Let's dive straight into today's biggest Bollywood updates.

First up, the latest action blockbuster just crushed the box office, raking in a massive 120 crores worldwide on its opening weekend. Fans are loving the wild stunts and lead chemistry, making it an instant hit despite mixed reviews.

Over in Mumbai, last night's star-studded fashion gala brought plenty of red-carpet drama. But the real viral moment? A backstage clip of our favourite celeb couple rocking matching sneakers. Cute accident or clever PR? Let us know what you think below!

Finally, set your alarms—the teaser for next year's biggest period drama drops tomorrow at noon.

Like, share, and stick with *The B-Town Scoop* for all your film updates. See you next time!"

2. The Sports Arena (Fast-Paced Digest)

"Good evening. It is a historic day for Indian sports.

The Indian Women's Cricket Team has won the ICC World Cup for the very first time! After years of hard work and close finishes, our team is officially the champion of the world."

"Captain Harmanpreet Kaur and her team stayed calm under massive pressure in the final.

India batted first and scored a strong 298 runs. Shafali Verma led the attack with a brilliant 87, while Deepti Sharma added crucial runs at the end with a fifty.

South Africa fought back hard, but India's bowlers took control. Deepti Sharma starred again, this time taking five big wickets to stop the chase. South Africa were bowled out for 246, giving India a memorable 52-run win."

"This entire tournament was full of fight. From beating Australia in the semi-finals with a record run-chase to dominating the final, this team never gave up."

"This victory is huge—not just for the players, but for millions of young girls across India who dream of playing cricket. We will bring you player interviews and celebration scenes across the country right after this short break. Stay with us."

3. City Pulse (Local & Community News)

"Good evening! Welcome to *City Pulse*, your daily update on what's happening across our city - Surat.

First up, great news for commuters: the new eastern metro line will soon open. It cuts a 45-minute drive down to just 18 minutes, and all stations are fully ready for smart cards.

Looking for weekend plans? The annual Street Food and Artisan Market hits Police Parade Ground this Saturday. Expect over 60 local food stalls, live music, and eco-friendly shopping—so don't forget your reusable bags!

FYBCOM SEM-1 STUDY MATERIAL for Ability Enhancement Course (AEC)
Subject: ENGLISH PROFICIENCY AND LIFE SKILLS-I (EPLS-I)

A quick heads-up: water pipeline repairs will shut off supply in northern neighbourhoods tomorrow from 2 pm to 6 pm, so be sure to store some water tonight.

That's your city update for today. Drive safe, support local, and have a great evening!"

4. National Wire (Countrywide Affairs)

"Welcome to *The Republic*, bringing you today's top national headlines.

We start with a major green energy milestone. The Power Ministry announced that renewables now make up over 45% of the national power grid—hitting the annual target four months early thanks to a massive boost in solar and wind projects.

In infrastructure, plans are officially approved for the new high-speed freight corridor linking northern factories directly to western ports. Construction starts next quarter and is set to cut transport costs by nearly 14%.

Finally, a win for consumers: the government launched a new digital portal today that guarantees resolutions for online shopping and banking complaints within 48 hours.

We'll be back at nine with an in-depth look at these stories. Stay informed!"

5. Global Horizon (International Desk)

"Good evening. Welcome to India Today international news. Tonight, India has made history in space once again.

Our space agency, ISRO, has achieved another massive milestone. Years of hard work and smart engineering by our scientists have paid off in a big way, proving just how capable our space program really is.

From the launchpad in Sriharikota out into space, everything went exactly according to plan. The mission team cheered as the spacecraft hit every target right on time.

What makes this truly special is that it was built right here at home. ISRO has shown the world once again that you don't need giant budgets to achieve big dreams—just smart planning and pure dedication.

Congratulations are pouring in from space agencies worldwide. This success sets the stage for our next major goals, including sending Indian astronauts into space with the Gaganyaan mission and exploring deeper into the solar system. Most importantly, it shows every young student watching tonight that big dreams are always within reach.

It is a proud moment for all 1.4 billion of us. We'll bring you the full breakdown and expert views coming up next.

I'm Jay Dixit signing out from India Today newsroom. Have a great night."

Listening Skills

1. Explain the importance of Listening Skills.

Listening is an important communication skill. It means paying attention to what another person is saying and trying to understand the complete message. Good listening is not simply hearing words; it also includes understanding the speaker's ideas, feelings, and purpose. Listening skills are useful in our personal, academic, and professional lives.

1. Better Communication:

Good listening helps us understand information clearly and avoid confusion. For example, a student who listens carefully to a teacher can understand instructions and complete an assignment correctly.

2. Better Learning:

Listening is essential for students because much of their learning takes place through lectures, discussions, and presentations. A student who listens attentively can remember important points and ask meaningful questions.

3. Building Good Relationships:

People feel respected when others listen to them patiently. For example, if a friend is worried about a problem, listening without interrupting can make the friend feel supported and understood.

4. Avoiding Mistakes:

Careful listening helps prevent errors. In a workplace, an employee who listens properly to a manager's instructions is less likely to make mistakes while completing a task.

5. Improving Problem-Solving:

Listening helps us understand a problem before trying to solve it. For example, a customer-service employee must listen carefully to a customer's complaint before suggesting a solution.

6. Developing Empathy:

Listening helps us understand different opinions and feelings. It teaches us to respect other people's ideas, even when they are different from our own.

Thus, good listening skills improve **communication, learning, relationships, teamwork, and decision-making**. They help us become more understanding, confident, and effective in everyday life.

2. Discuss the various stages in listening process?

Listening is more than simply hearing sounds. It is an active process in which we receive, understand, remember, and respond to a message. Effective listening usually takes place through the following stages:

1. Receiving:

The first stage is receiving the message through our ears. We must pay attention to the speaker and avoid distractions. For example, when a teacher explains a topic in class, students first listen to the teacher's words.

2. Understanding:

At this stage, we try to understand the meaning of the speaker's message. We connect the words with the situation and the speaker's purpose. For example, if a teacher says, "Submit your assignment by Friday," students understand that Friday is the deadline.

3. Remembering:

Good listeners remember the important information they have heard. This helps them use the information later. For example, a student may remember the date and time of an examination announced by the teacher.

4. Evaluating:

In this stage, the listener thinks carefully about the message and decides whether it is useful, correct, or reasonable. For example, before accepting advice from a friend, we may think about whether the advice is suitable for us.

5. Responding:

The final stage is responding to the speaker. The response may be verbal or non-verbal. We can ask questions, give an answer, nod our head, or express agreement. For example, a student may ask the teacher for clarification if an instruction is not clear.

Thus, effective listening involves **receiving, understanding, remembering, evaluating, and responding**. These stages help us communicate clearly, avoid misunderstandings, and build better relationships.

3. What are the barriers to listening?

Listening is an important communication skill, but many things can prevent us from listening properly. These difficulties are called **barriers to listening**. They can lead to misunderstanding, mistakes, and poor communication.

1. Noise and Distractions:

External sounds can make it difficult to hear and understand a speaker. For example, a student may not understand a teacher's explanation because of loud talking outside the classroom. Mobile phones, social media, and television can also distract us.

2. Lack of Attention:

Sometimes, we hear someone but do not pay proper attention. For example, an employee may miss important instructions because they are thinking about a personal problem.

3. Prejudice and Personal Opinions:

Our own beliefs may stop us from listening with an open mind. For example, if a student thinks that a particular teacher is boring, they may ignore the teacher's useful advice.

4. Emotional Problems:

Anger, stress, fear, or sadness can affect our ability to listen. For example, an angry employee may focus more on defending themselves than on understanding their manager's suggestions.

5. Language Difficulties:

Unfamiliar words, accents, or difficult language can create problems. For example, a student may struggle to understand a lecture filled with technical terms.

6. Interrupting the Speaker:

Interrupting before the speaker finishes can cause misunderstanding. For example, a customer who interrupts an employee may not hear the complete solution to their problem.

7. Lack of Interest:

People may stop listening when they find the topic boring or unrelated to them.

Therefore, good listening requires **attention, patience, an open mind, and a suitable environment**. Removing these barriers helps us understand others better and communicate effectively.

4. How can one improve listening skills?

Listening is an important communication skill. Good listening means more than simply hearing words. It means paying attention, understanding the speaker, and responding properly. Good listening helps us avoid misunderstandings, build better relationships, and communicate effectively.

One can improve listening skills in the following ways:

1. Give Full Attention:

Focus completely on the speaker. Avoid using your phone, looking around, or thinking about other things while someone is speaking. For example, during a classroom lecture, keep your attention on the teacher instead of checking messages.

2. Do Not Interrupt:

Allow the speaker to finish before giving your opinion. Interrupting may make the speaker feel that you are not interested. For example, if a friend is explaining a problem, listen to the whole story before giving advice.

3. Maintain Eye Contact:

Looking at the speaker shows interest and attention. However, it should be natural and comfortable.

4. Ask Questions:

If something is unclear, ask polite questions. For example, you can say, *“Could you please explain that point again?”*

5. Take Short Notes:

Writing down important points can help you remember information. Students can note key ideas while listening to a lecture.

6. Show That You Are Listening:

Nodding, smiling, and using short responses such as *“I understand”* or *“Yes”* show that you are paying attention.

7. Practise Regularly:

Listen to news, podcasts, speeches, or conversations and try to identify the main ideas.

Thus, **attention, patience, questioning, note-taking, and regular practice** can greatly improve listening skills.

Q.2.C Write a blog post on the following. (5 marks)

Blog Writing Samples

1) India's Sporting Achievement at the 2026 Commonwealth Games

https://www.blogger.com/indiassportingachievementatthecommonwealthgames2026						
Subscribe	Home	Contacts	About	Photos	Videos	Search
India's sporting achievement at the 2026 Commonwealth Games India's Pride at Commonwealth Games Sports bring glory to any nation, and Indian athletes have made the entire country proud with their outstanding performance at the Commonwealth Games. Over the years, India has become one of the top medal-winning countries in this global event. Our athletes showed extraordinary strength in various fields: * Wrestling and Weightlifting: Champions like Mirabai Chanu and Bajrang Punia won gold medals, proving our strength and hard work. * Badminton and Table Tennis: Stars like PV Sindhu and Sharath Kamal dominated their matches with brilliant skill. * Track and Field: Historic medals in javelin throw and triple jump showed that India is rising in world athletics. * Women's Team Sports: Both the women's cricket and hockey teams won hearts with their spirit. This success proves that with proper training, government support, and dedication, our youth can conquer the world. Let us support our sports stars and inspire every young child to play!						About Me
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2) A Book Review

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Book Review: "Wings of Fire" "Wings of Fire" by Dr. A.P.J. Abdul Kalam Reading good books can change our perspective on life. Recently, I completed reading "Wings of Fire," the autobiography of Dr. A.P.J. Abdul Kalam, the former President and beloved Missile Man of India. What the Book Covers: * The Humble Beginning: It describes his early childhood in Rameswaram and how his family's support helped him overcome poverty. * Scientific Career: It narrates his journey as a space and defence scientist leading major projects like SLV-3 and the Agni missile. * Key Message: Success requires three things—intense desire, strong belief, and constant hard work. The language of the book is very simple, emotional, and deeply inspiring. It teaches us that failures are just stepping stones to success. I recommend this book to every student!						About Me
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3) Top Skills required for a good job

https://www.blogger.com/topskillsrequiredforagoodjob						
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Top Skills Required for a Good Job Getting a good job today requires more than just academic degrees. Companies look for candidates who have strong practical skills and the ability to solve real-world problems. Here are the essential skills every job seeker must develop: 1. Communication Skills: The ability to express your ideas clearly in speaking and writing. 2. Problem-Solving: Thinking logically to resolve unexpected challenges quickly. 3. Digital Literacy: Basic computer knowledge, internet proficiency, and familiarity with modern tech tools. 4. Teamwork: Working smoothly with different people and respecting other opinions. 5. Adaptability: Being open to learning new things in a fast-changing workplace. Start polishing these skills during your college days through internships and group activities. Skill and attitude will always unlock great opportunities!						About Me
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4) Best Travel Destinations in Gujarat

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Best Travel Destinations in Gujarat Gujarat is a land of rich culture, historic heritage, and natural beauty. If you are planning a memorable trip with family or friends, here are the top places to visit: * Statue of Unity (Kevadia): The world's tallest statue, surrounded by scenic hills, a butterfly garden, and a valley of flowers. * Rann of Kutch: The breathtaking white desert, famous for the colourful Rann Utsav and full-moon night views. * Gir National Park: The only natural home of the majestic Asiatic Lion. * Somnath & Dwarka: Ancient temples known for peace, spirituality, and stunning seaside views. * Ahmedabad: India's first UNESCO World Heritage City, famous for the Sabarmati Ashram and delicious street food. Gujarat offers warm hospitality and safe travel for all tourists. Plan your journey soon!						About Me
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5) 5 Most Useful Mobile Apps for Students

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5 Most Useful Mobile Apps for Students Smartphones can be great study tools when used properly. Here are 5 useful mobile apps that can help students study smarter and manage their daily routines effectively: 1. Google Keep / Notion: Great for taking quick notes and organizing study material. 2. Forest: A productivity timer app that keeps you focused and away from phone distractions. 3. Quizlet: Digital flashcards and practice tests to help you memorize terms and prepare for exams. 4. Duolingo: A fun, interactive app to learn and improve foreign languages. 5. CamScanner / Adobe Scan: Perfect for digitizing notes and creating neat PDF assignments. Download these apps today to organize your studies and save valuable time!						About Me
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6) The Best Career Paths for Commerce Graduates

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The Best Career Paths for Commerce Graduates A Bachelor of Commerce (B.Com) opens the door to numerous exciting careers in finance, management, and business operations. Top Career Options to Consider: * Chartered Accountancy (CA): A prestigious professional course focused on auditing, taxation, and financial reporting. * Banking and Financial Services: Roles in public or private banks, investment firms, and loan processing. * MBA (Finance / Marketing): Helps develop leadership and business management skills for corporate careers. * Digital Marketing: Managing online promotions, social media campaigns, and brand growth. * Government Services: Preparing for competitive exams like UPSC, SSC, and state banking tests. Choose a field that matches your personal interest and begin preparing early for a stable career!						About Me
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7) The Importance of Customer Feedback for Product Development

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The Importance of Customer Feedback for Product Development No business can succeed without understanding the needs of its customers. Listening to your users is the most reliable way to build a great product. Why Customer Feedback Matters: * Identifies Problems: Customers highlight bugs and design issues that developers may miss. * Inspires New Features: User suggestions help create useful, in-demand upgrades. * Saves Money and Time: Developing features based on actual feedback avoids wasted effort. * Builds Loyalty: When users feel heard, they trust the brand and stay loyal. Always invite genuine customer reviews through simple surveys and ratings. Build for the user, and your product will succeed!						About Me
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8) The Role of AI in Digital Marketing

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The Role of AI in Digital Marketing Artificial Intelligence (AI) is transforming how businesses connect with consumers online. Modern digital marketing has become faster, smarter, and highly personalized. Key Uses of AI in Marketing: * Smart Content Creation: AI tools help write ad copies, emails, and social media captions quickly. * 24/7 Chatbots: Automated assistants answer customer questions instantly on websites. * Targeted Advertising: AI analyzes user behaviour to show relevant ads to the right audience. * Data Analytics: Predicts trends and tracks customer preferences accurately. AI does not replace human creativity; rather, it saves time on repetitive tasks so marketers can focus on strategy and storytelling.					Search
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9) SMART Goals for Success

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SMART Goals for Success Setting goals is the first step toward turning dreams into reality. However, vague goals rarely work. Using the SMART framework makes your goals clear and achievable. What are SMART Goals? * S - Specific: Clearly state what you want to achieve (e.g., "Score 90% in English"). * M - Measurable: Track your progress with measurable milestones. * A - Achievable: Keep your goals realistic based on your current skills. * R - Relevant: Ensure the goal aligns with your long-term plans. * T - Time-Bound: Set a clear deadline to stay focused and avoid delays. Write down your SMART goals today, break them into daily actions, and celebrate your progress!						About Me
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10) How to Practice Gratitude Daily

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How to Practice Gratitude Daily Gratitude is the simple act of being thankful for the good things in our lives. Developing this habit helps reduce stress and brings peace of mind. Simple Ways to Practice Gratitude: 1. Maintain a Gratitude Diary: Write down 3 things you are thankful for every morning. 2. Say Thank You: Express genuine appreciation to parents, teachers, and friends. 3. Pause and Appreciate: Take a moment during the day to enjoy nature, good food, or quiet time. 4. Reframe Difficulties: Look for the hidden lesson in challenging situations. Gratitude turns what we have into enough. Start your day with a thankful heart and enjoy a happier life!						About Me
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