

Time : 3 Hours

Marks : 80

Instructions :

1. There are total 4 Sections in the Paper.
2. All sections are Compulsory.
3. Total marks for section are given at right side.

Section 1 :

Attempt any 4 (All questions carry equal marks).

20

(Picture Reading)

Observe the given picture and write your observation in full sentence with the help of points given below.

- What type of Feedback is it?
- Is feedback helpful for the company.
- Why is Feedback Important?

1.

From: eBay <feedbackreminder@ebay.com> ↙ Nice!
Date: Sun, Nov 15, 2009 at 9:54 PM
Subject: eBay: You Have Feedback that You Need To Leave

A banner with the eBay logo on the left, followed by the text "Be An eBay Star" and "Leave Feedback!" with several star icons scattered around the text.

Dear ~~XXXXXXXX~~,
Be An eBay Star - Leave your eBay trading partner feedback!
This is your opportunity to:

- Express opinions about your transactions.
- Encourage partners to leave feedback for you.
- Enhance your reputation in the eBay community.

Here are some of your recent transactions that should be ready for feedback

Items Awaiting Feedback (1 of 2 items)
L.KERSH OF LONDON HOROLOGICAL COLLAGE FRAMET UNIQUE ART
Sep-28-09 10:05:03

To leave feedback for all your trading partners click:

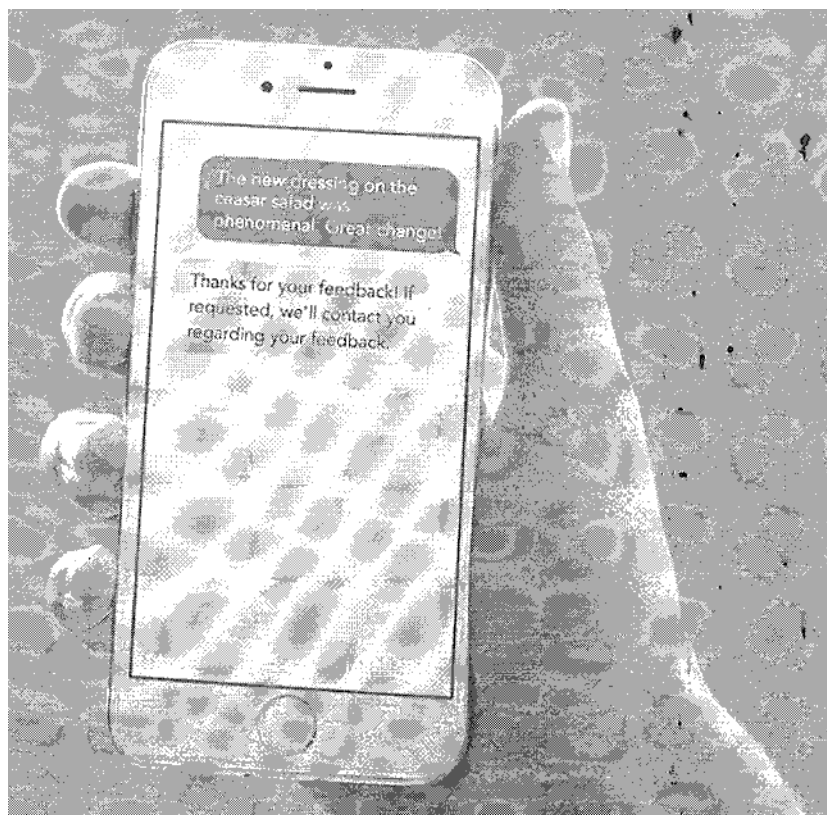
[Go to My eBay](#)

Remember: Always leave Feedback within 60 days after the end of the listing. After 60 days, you'll no longer be able to leave Feedback.

2.



3.



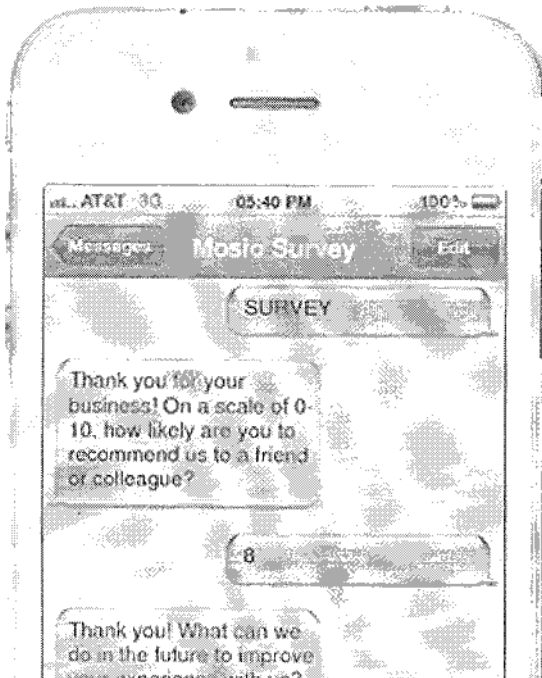
4.

Hi Jake,
You failed to attach the document in your email as it was the wrong one. Try sending it back

Delivered

Thank you for letting me know! I will send you the correct one ASAP

5.



Section 2 :

Attempt any 4 (All questions carry equal marks).

20

(Sequencing)

Activities in a business process are given. Arrange them in appropriate sequence and re-write.

1. Giving feedback to a colleague
 - i) Focus on the behavior not on the person.
 - ii) Tell the person that is just your opinion while giving feedback.
 - iii) Don't give your feedback wrapped in sugar coated words. Give the feedback as you perceive.
 - iv) Don't forget to mention the positive note also.
 - v) Follow up.

2. Complaining on govt. grievance redressal portal
 - i) Login to <http://dpg.gov.in/Default.aspx>.
 - ii) Go to lodge complaint.
 - iii) Register yourself using your email id and other details.
 - iv) After registering lodge or view the status of your complaint.
 - v) Submit your complaint and log out of the portal.

3. Conducting a Webcasting.
 - i) Shreyas updates the subject, date, time and weblink of the webcasting on the company portal.
 - ii) He co-ordinates with the IT Team to arrange for the webcasting .
 - iii) The IT team arranges webcasting equipments in the studio where the webcasting has to be shot.
 - iv) Shreyas tests for the proper working of the arranged equipments.
 - v) Shreyas tests the camera, mic and sound settings.
 - vi) Shreyas along with the IT Team checks for the connectivity.

4. To Vendor communicating a Requirement
 - i) Harshad drafts requirement proposal for the vendor.
 - ii) He takes relevant approvals required to fulfill the requirement.
 - iii) He makes a call to the vendor asking for the price quoting.

- iv) He negotiates with the vendor for the price.
- v) Based on the negotiated price harshad makes an agreement.
- vi) Harshad gets a signed copy of the agreement and keep for records.

5. Communicating a Customer confirming resolution of a complaint

- i) Niharika receives a confirmation from the maintenance team confirming resolution of a customer complaint.
- ii) Niharika checks for whether the complaint is actually resolved.
- iii) Niharika makes a call to the customer informing about the resolution.
- iv) Customer confirms resolution of the complaint.
- v) Niharika closes the complaint.

Section 3 :

Attempt any 4 (All questions carry equal marks).

20

(Case Study - Errors)

Read the case study carefully; identify mistakes / errors in the processes. Write the mistakes in full sentence.

1.

- Akash had been assigned a project.
- He was unable to manage time during the project.
- His project head Siddharth always kept telling him to manage time.
- After several follow ups also he could not finish the project on time.

• What do you think went wrong in terms of

- Team Collaboration.
- Being Responsible.
- Communication
- Taking Action on feedback

2.

- Archana was the quality check inspector of a ketchup factory.
- During her inspection she had several times given the report that the containers of the ketchup are not hygienic.
- The management did not pay attention to her concerns.
- During an Audit the auditor scrapped the whole factory for using containers of such cheap quality

- What do you think went wrong in terms of

- Feedback Mechanism
- Communication

3.

- A common team presentation has to be made.
- Priya does not attend the team discussions because she is yet to finish her work.
- Priya's presentation lacks data and analysis.
- Jatin another team member points out the mistake.
- Priya refuses to correct the mistakes.
- The team leader cancels priya's presentation

- What do you think went wrong in terms of?

- Feedback.
- Effort
- Participation

4.

- Abhishek is often late for office.
- His friend sudhansu always tells him to leave home early for office.
- Abhishek doesn't listen to him and gets scolding from his boss.

- What do you think went wrong in terms of

- Feedback

5.

- Keshav is a per day labourer in pune. He uses the public toilets daily.
- The toilets get cleaned only once in a day that too not properly.
- Keshav has complained many times for the dirty and unhygienic cleaning ways there but nobody pays any attention to it.

- What do you think went wrong in terms of

- Process
- Service
- Reporting

Section 4 :

Attempt any 4 (All questions carry equal marks).

20

(Conversation)

Read the scenario and write a conversation between customer and the service provider.

1.

- Ram and Raj visit a restaurant to have dinner.
- After the dinner and payment is done, the waiter asks them for feedback.
- Write a Conversation on this situation.

2.

- Ritika just completed a course on graphical designing.
- When she goes to collect her certificate, she is asked to share her feedback.
- Write a conversation on this situation.

3.

- Rajni books a travel package online.
- After she comes back from the trip, the travel co. call her up and ask for feedback.
- Write a conversation on this situation.

4.

- Rohan visits an Art Exhibition.
- While leaving he is asked to share his feedback.
- Write a conversation on this situation.

5.

- Ravi had complained his TV services for repairing his TV.
- After the TV was repaired he was asked for feedback.
- Write a conversation on this situation.

