

This Question Paper consists of **22** questions and 4 printed pages.

Roll No.

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Code No. **64/ACV/O**

Set -

A

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)
DOMESTIC VOICE
(661)

Day and Date of Examination _____

Signature of Invigilators

1. _____

2. _____

General Instructions :

1. Candidate must write his/her Roll Number on the first page of the Question Paper.
2. Please check the Question Paper to verify that the total pages and total number of questions contained in the question paper are the same as those printed on the top of the first page. Also check to see that the questions are in sequential order.
3. For the objective type of questions, you have to choose any one of the four alternatives given in the question, i.e., (A), (B), (C) or (D) and indicate your correct answer in the answer-book given to you.
4. Making any identification mark in the answer-book or writing Roll Number anywhere other than the specified places will lead to disqualification of the candidate.
5. Answers for all questions, including matching, true or false, fill in the blanks, etc., are to be given in the answer-book only.
6. Write your Question Paper Code No. **64/ACV/O**, Set **A** on the answer-book.

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)
DOMESTIC VOICE
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Time allowed : $1\frac{1}{2}$ Hours]

[Maximum Marks : 30

Note : *All questions are **compulsory** and carry marks as indicated against each question.*

Choose the correct answer for questions no. 1 to 6.

$$\frac{1}{2} \times 6 = 3$$

1. Which of the following is an operating system ?
(A) Linux (B) Open Office
(C) AVG (D) ROM
2. Stylus is a/an _____ device.
(A) Memory (B) Output
(C) Input (D) None of the above
3. Which of the following is the best way to cope up the stress of work ?
(A) Smoking (B) Listening to music
(C) Sleeping for 10 hours (D) Using drug to relax
4. Which out of the following is the best way to manage anger ?
(A) Practising relaxation exercises
(B) Slowly count to ten
(C) Focusing physical sensation of anger
(D) All of the above
5. In communication, a person should focus on _____.
(A) Singing (B) Dancing
(C) Acting (D) Pronunciation
6. The leader of the team should be
(A) A good listener and fair person
(B) A motivator and empowers the team members
(C) A strategic thinker and exchanges information
(D) A good listener, motivator, strategic thinker, fair and professional person

7. Name any two types of the soft skills. 1
8. State any two types of listening. 1
9. Write in brief (two lines) about any one way of developing a personality. 1
10. Name the two types of primary memory. 1
11. What is a Posture in non-verbal communication ? 1
12. In a locality, there are two vegetable shops in the name of MERI SABJI and HAMARI SABJI owned by two good friends. Both the shops are selling the vegetables at the same price and of the same quality. Besides, the working hours of both the shops are the same. Still, the shop named HAMARI SABJI is always preferred by customers as compared to MERI SABJI shop. State any two reasons of the preference by the customers. 1
13. There are total ten workers in a company working in three different departments. In order to increase the production, the manager of the company forms two new teams of five workers each. What type of teams did the manager form to increase the production ? 1
14. Rewrite the sentence using present perfect tense. 1
Sunil is already working on the slide.
15. Write about any two components of personality development. 2
16. How does Teamwork increase the productivity in an organisation ? 2
17. Shankar and Uma are twin brothers. Shankar is a very short-tempered person and gets angry easily but Uma is a very joyful person. Whom do you think will have more problems at home and office ? Write any three problems faced by him. 2
18. Write in brief about Application software and any of its two types. 2
19. Write in brief about the Share and Windows Defender features of Windows 10 operating system. 2
20. Differentiate between URL and IP address. 2

21. Sunit and Bhavesh are friends from the school days. Sunit has good typing speed and is a very organized person. He files all his papers properly. Bhavesh has an impressive voice and is very creative. He also possesses good written and oral communication skills. Both of them attended walk-in-interview in a BPO company. After the interview both of them were offered post in different sections.

- (a) What type of job must have been offered to Sunit ? Justify. $\frac{1}{2} + 1$
- (b) Who is the best person for Content writing and why ? $\frac{1}{2} + 1$

22. Hardik lives in a big city. He is a tailor. He is a very poor man so he is not able to get enough food for his family. He has a wife and a small son. His son, Anil is very naughty and a lazy boy. He never listens or obeys his parents. He plays in the streets with other naughty boys. One day his father takes him to a school. There he sees many children who obey their teachers. They learn many good habits in the school. They also read and write well. Anil feels sorry and starts changing himself. His parents are very happy now.

Answer the following questions :

- (a) Where does Hardik live ? $\frac{1}{2}$
- (b) What is the name of Hardik's son ? $\frac{1}{2}$
- (c) Where does his father take him one day ? $\frac{1}{2}$
- (d) Write the singular noun of Children. $\frac{1}{2}$
- (e) Rewrite the sentence using past tense. 1
 "Anil feels sorry and starts changing himself."
- (f) Write any one adjective and common noun word from the paragraph. 1