

**M.E.S. COLLEGE OF ARTS & COMMERCE, ZUARINAGAR - GOA**  
**B.A. (CBCS) III SEMESTER END (REGULAR/REPEAT) EXAMINATION, JANUARY 2022**  
**SEC - SOCIOLOGY - SOCIAL SKILLS AND ETIQUETE (SOS 103)**

**Duration: 02 Hours**

**Total Marks: 80**

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**Instruction:**

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- i) All questions are compulsory, however internal choice is available.*
- ii) Answer sub-questions in Question No. 1 and Question No. 2 in about 100 words.*
- iii) Answer Question No. 3 to Question No. 6 are in about 400 words.*
- iv) Figures to the right indicate marks assigned to each question/sub-question.*
- v) Paper carries a maximum of 80 marks.*

**Q.1. Answer Any Four** of the following: **(4x4=16)**

- a) Difference between social skills and etiquettes
- b) Importance of etiquettes
- c) Norms related to greeting and introductions
- d) Need of social skills and etiquettes
- e) Give any four examples of small courtesies
- f) State any four good manners

**Q.2 . Answer Any Four** of the following: **(4x4=16)**

- a) List any four meeting etiquettes
- b) Etiquette on a visit to an old age home
- c) Enumerate any four telephone etiquettes
- d) Need for cyberspace etiquettes
- e) Meaning of cultural sensitivity
- f) Skills of cultural competencies

**Q.3.a)** Elucidate the different ways to develop inter personal skills. **(12)**

**OR**

**b)** Discuss the various types of communication skills. **(12)**

**Q.4. a)** Explain the various ways of communication at workplace. **(12)**

**OR**

**b)** Describe the dining etiquettes at a high end restaurant. **(12)**

**Q.5.a)** Explain in detail the etiquettes required at a hospital visit. **(12)**

**OR**

**b)** Discuss the various skills of cultural competencies. **(12)**

**Q.6. a)** Comment on the need and importance of cultural sensitivity. **(12)**

**OR**

**b)** Elucidate the changing trends in social etiquettes. **(12)**

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