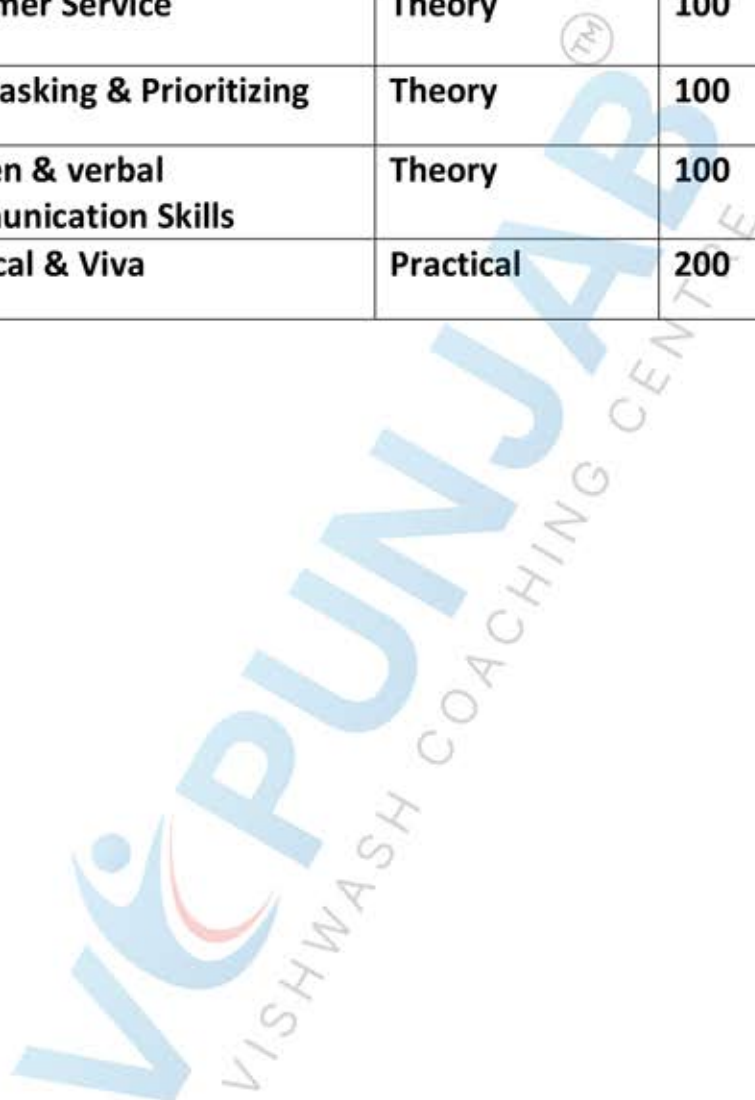


CERTIFICATE COURSE IN OFFICE RECEPTIONIST

Paper	Name of Paper	Subject Type	Total Marks	Min Marks
I	Customer Service	Theory	100	40
II	Multitasking & Prioritizing	Theory	100	40
III	Written & verbal Communication Skills	Theory	100	40
IV	Practical & Viva	Practical	200	100



CUSTOMER SERVICE

- 1. What is customer service?**
- 2. What are the important qualities of customer services?**
- 3. What do you know by five star customer service?**

MULTITASKING & PRIORTIZING

- 1. What strategies do you use for multitasking?**
- 2. How can you prioritize yours multitask?**
- 3. Compare the advantages of multitasking as a profession?**

WRITTEN & VERBAL COMMUNICATION SKILLS

- 1. What are good written & verbal communication skills?**
- 2. How do you develop written & verbal communication skills?**
- 3. Compare the importance of written & verbal communication skills?**
- 4. How can you use communication skills in working place?**

PRACTICAL

ASSIGNMENTS

TOTAL MARKS: -100

Q.1 MCQ's

(M.M-20)

1. Communication is a non-stop

- a) paper
- b) process
- c) programme
- d) plan

2. All communication events have a

- a) resource
- b) source
- c) start
- d) end

3. The word *communicare* means in Latin

- a) to deliver
- b) to share
- c) to present
- d) to sacrifice

4. Keeping shoulders straight right and body relaxed is an example of

- a) facial expression
- b) posture
- c) gesture
- d) eye contact

5. The special tale in the multitasking operating system is also known as

- a) task control block
- b) task access block

c) task address block

d) task allocating block

6. Which can control memory usage?

a) operating system

b) hardware

c) applications

d) kernel

7. Which of the following are ways companies gather customer feedback?

a) surveys

b) social media

c) customer complaints

d) all of the above

8. Which of the following is NOT something to which customers pay attention?

a) words

b) facial expression

c) handwriting

d) appearance

9. Which of the following are NOT responsible for customer service?

a) owners

b) directors

c) customers

d) all of above

10. Which of the following help ethical behaviour?

a) being honest

b) knowing the product

c) taking responsibility

d) all of the above

Q.2 FILL IN THE BLANKS

(M.M-20)

1. EPABX means.....
2. VOIP means.....
3. Communication is a part of skills.
4. The response to a sender's message is called
5. Environmental barriers are the same as noise.
6. Proper nouns always begin with Letters.
7. can be presented by face.
8. CRM means
9. You should use a and pleasant tone when speaking to a customer.
10. When dealing with a customer, you mustbefore coming to a conclusion.

Q.3 SHORT ANSWER TYPE QUESTIONS

(M.M-32)

1. How should you treat VIP visitors?
2. What are some key aspects or tips a good receptionist should remember?
3. What is the origin of communication?
4. What are the types of communication skills?
5. List the communication barriers?
6. Why is customer feedback important?
7. What would be the best way to handle an email inquiry?
8. What is the definition of a truly customer service oriented company?

Q.4 LONG ANSWER TYPE QUESTIONS

(M.M-28)

- 1. Mention the skill required for a receptionist?**
- 2. Explain the role & responsibility of receptionist?**
- 3. Explain multitasking?**
- 4. To provide good customer service, what are the things you needed? Explain them.**

