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Candidates must write the Code on the title page of the answer-book.

- Please check that this question paper contains 3 printed pages.
- Code number given on the right hand side of the question paper should be written on the title page of the answer-book by the candidate.
- Please check that this question paper contains 23 questions.
- Please write down the Serial Number of the question before attempting it.
- 15 minutes time has been allotted to read this question paper. The question paper will be distributed at 10.15 a.m. From 10.15 a.m. to 10.30 a.m., the student will read the question paper only and will not write any answer on the answer script during this period.

BUSINESS PROCESS OUTSOURCING SKILLS

Time allowed : 3 hours

Maximum Marks : 60

Instructions :

- All questions are compulsory.*
- Marks for questions are indicated against each.*
- Part A – Questions No. 1 – 5 are Very Short Answer Questions carrying 1 mark each. They are required to be answered in one sentence each.*
- Part B – Questions No. 6 – 10 are Short Answer Questions carrying 2 marks each. Answer to them should not exceed 60 words each.*
- Part C – Questions No. 11 – 20 are Short Answer Questions carrying 3 marks each. Answer to them should not exceed 70 words each.*
- Part D – Questions No. 21 – 23 are Long Answer Questions carrying 5 marks each. Answer to them should not exceed 100 words each.*

PART A

1. What is exception handling ? 1
2. What do you understand by phonetic language ? 1
3. What does P.A.C.T. stand for ? 1
4. What is a disaster ? 1
5. What is CTQ ? 1

PART B

6. What is the expanded form of KPO ? Why is KPO gaining importance in India ? 2
7. Differentiate between vowel and consonant sounds. 2
8. What is instructor led training ? 2
9. Describe the process of preparing an Invoice. 2
10. What is benchmarking ? 2

PART C

11. What skills are required to succeed in LPO job ? 3
12. Write a short note on the importance of documentation. 3
13. What is a syllable stress ? Explain with examples. 3
14. What is the difference between listening and hearing ? Explain with examples. 3
15. State a few steps that can be taken to improve customer service. 3
16. Why is communication important ? What tips will you give to your junior colleague for improving communication ? 3

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| 17. Explain advantages that can be gained by an organization by documenting text, video and audio files. | 3 |
| 18. Write short notes on Process Ramp-up / Ramp-down. | 3 |
| 19. What do you understand by standard operating procedures ? What are the key objectives that you will keep in mind while establishing SOPs ? | 3 |
| 20. Write short notes on (a) Transition Budget (b) Process Performance Metrics. | 3 |

PART D

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| 21. 'BPO – a boon or bane for India'. Discuss. | 5 |
| 22. What is active listening ? What points would you like to emphasize to guide somebody for active listening ? | 5 |
| 23. You are a team leader in a BPO company. You are required to implement a new process. How will you manage the change and take steps to implement the new process ? | 5 |