



Eduquity Career Technologies Pvt Ltd

Modular Employable Skills

[Ministry of Labour, Government of India]

Course: Non-Voice Business Process Outsourcing (Practical Examination)

Duration: 120 Min. Max Marks: 30 Marks

Assessor Name & Signature

Candidate Name & Signature

Question 1-3: Attempt all questions

1. Using Ms Power Point create a Slide Show and Bar Chart to show it to your sales manager. (20Marks)

- Create a story board in a paper before starting the Presentation.
- Let first slide speak about yourself.
- In the following slides give brief description of various products of sales which you are going to use in the chart.
- Your chart should depict the different product's sales in different area for 6 months.
- Use proper data for the above Chart.
- Justify about your sales for each product in the next slide.
- Give back ground color to your slides.
- Also set up a loop for a continuous show.
- Take handout of 4 in a paper.

2. Using Ms Excel create a Bar Chart for the following Data (20Marks)

S.NO	NAME	LANGUAGE	MATHS	SCIENCE
01	AARTHI	70	80	75
02	AMALA	67	90	76
03	BAVYA	100	76	56
04	RADHIKA	89	90	90
05	SUNITHA	100	54	50

- Give heading as Mark Analysis
- In X-axis use Subjects
- In Y-axis use Marks.



- d. Use legend on the right side of the graph.
 - e. Handle the following situation.
- 3. You are working in a BPO center. The customer sends an angry mail complaining about your organization's services for an unknown reason. The manager issues a Memo to you without analyzing the situation. How will you handle the situation while giving your explanation to your Manager. Write an explanation letter to your Manager so that he gets convinced. (10Marks)**
- a. Gather all data pertaining to the customer.
 - b. Analyze the reason for his anger.
 - c. Explain the situation and write a letter.
 - d. First write all the above in your answer sheet.
 - e. Finally type the letter in Ms-word, and take a print out.