

ASSESSMENT # 11

Total Marks: 30

- 1.** Give short answers to the following questions:
 - i. Why are communication skills important for the PA or secretary?
 - ii. What is non-verbal communication and why does it matter?
 - iii. What is the purpose and value of giving feedback?

- 2.** Pen a short passage of constructive feedback for an individual who you are generally happy with, but needs to improve their time-management and punctuality. Use the guidelines in the study materials.

- 3.** Create a sample question for each of the six categories of interview questions. Explain why each question needs to be asked.