

Roll No. ....

**12906**

**MBA (Executive) 1st Semester  
(New Scheme) w.e.f. Dec.-2021  
Examination – February, 2022**

**WORKSHOP ON BUSINESS COMMUNICATION AND  
ETIQUETTES**

Paper : 21IME21C6

*Time : Three hours ]*

*[ Maximum Marks : 50*

*Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.*

*Note : Section-A is compulsory. Attempt four questions from Section-B (one question from each Unit).*

**SECTION – A**

1. Write short note on the following :
  - (a) Group discussion and interviews
  - (b) Body language
  - (c) Effective eye contact
  - (d) Dining manners
  - (e) Business etiquette in USA

**SECTION – B**

**UNIT – I**

2. Define communication. Explain the different ways for extending, accepting and declining invitations.
3. What are the 7C's of effective communication ? Explain each with examples.

**UNIT – II**

4. Discuss the steps in structuring a business presentation. What are the points that a presenter shall keep in mind while delivering a presentation ?
5. Differentiate between speech and presentation. Explain the steps in holding a meeting.

**UNIT – III**

6. Write note on :
  - (a) Anger management
  - (b) Assertiveness team building skills
7. "Positive attitude ease the time management and anger management" critically evaluate the statement.

**UNIT – IV**

8. Write note on :
  - (a) Banquet etiquette
  - (b) Business socialization
9. Explain the importance of global manners in organizing social events for business with relevant examples.