

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA Integrated– SEMESTER –VI-EXAMINATION – WINTER-2023

Subject Code:2567105**Date: 15-12-2023****Subject Name: Business Etiquettes****Time:02:30 PM TO 05:30 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Use of simple calculators and non-programmable scientific calculators are permitted.

Q.1 (A) Describe the significance of Business Etiquettes in 21st Century. (7)

(B) What is communication etiquette? Discuss the role of telephone etiquettes in effective communication (7)

Q.2 (A) What factors are to be considered for an ideal professional e-mail? (7)

(B) Suppose you are Marketing Manager and you are supposed to mail your juniors regarding training in the company and you are also advised to add your Director and HR in the same mail for their knowledge.

Director ID – director@abcltd.in

HR ID – hr@abcltd.in

Juniors – job1@abcltd.in, job2@abcltd.in, job3@abcltd.in

Write an email as mentioned above with the given details in the original format of email. (7)

OR

(B) Explain the term netiquette and discuss about its significance. (7)

Q.3 (A) What are the etiquettes that you should follow in your workplace? (7)

(B) Discuss about the types of the interviews and their significance for their respective industry (7)

OR

(A) What are the pre-requisites for dealing with the confidential issues at workplace? (7)

(B) What is Dining Etiquettes? Discuss the basic essentials of dining table etiquettes. (7)

Q.4 (A) How to make a good PowerPoint presentation and what points should be kept in mind for giving effective presentation (7)

(B) What is meeting etiquettes? Discuss the basic ground rules for conducting meeting. (7)

OR

(A) Short note on: i) Business meal etiquette
ii) Dining essentials in other countries (7)

(B) Discuss about the importance of pause and the sound of the speaker at public speaking (7)

Q.5 (A) Discuss about the role of body language, confidence and eye contact for a successful presentation (7)

(B) Discuss the formal and casual dressing for men and women. (7)

OR

(A) Discuss about the importance of pause and the sound of the speaker at public speaking.(7)

(B) Explain the following terms in detail: 1. Inject Humor 2. Business Card (7)
