

Seat No. : _____

AR-122
April-2022
M.B.A., Sem.-VI
Business English

Time : 2 Hours]

[Max. Marks : 50

SECTION – I

Attempt ANY **THREE** questions out of **FIVE**.

1. (A) Elaborate the basic rules of etiquettes to follow from introducing oneself to interaction with foreign clients as a business person. 7
(B) Explain in brief : 7
 - (i) Telephonic etiquettes
 - (ii) Rules to follow in office dinner parties

2. (A) Vedanta Multinational Company Ltd. has published an advertisement in the Times of India for the post of “Market Analyst” and has asked to submit Resume to HR Manager of the said Company within 10 days. Prepare Resume for the same keeping in mind all essential parts. 8
(B) Write brief answers for the following : 6
 - (i) Which points to be included in self-assessment before appearing in an interview ?
 - (ii) Which are the ways of writing opening section of cover letter ? Explain with example.
 - (iii) How will you define your strengths and weaknesses during an interview ? Provide an example of the same.

3. (A) Distinguish between active and passive listening with appropriate examples. 7
(B) Answer in brief : 7
 - (i) Basic components to participate effectively in debate.
 - (ii) Things to keep in mind while preparing slides for PPT.

4. (A) Which are the National Cultural Variables that affects communication process in business ? 7
- (B) (a) Which Verbal and Non-Verbal Cultural barriers do we face while communicating with other country's people ? 4
- (b) Give one word for the following and use the same in sentences : 3
- (i) A forward look or a view into future.
- (ii) One who is both inwards and outwards at times.
- (iii) Well known for bad qualities.
- (iv) Simultaneously affected by similar feelings.
- (v) A system ruled or controlled by men.
- (vi) A speech to oneself, alone.
5. (A) Mr. Vedant Sharma has issued a cheque to Alliance Insurance Corporation Ltd. for the General Insurance of his valuable assets. The cheque got misplace during the transit. Draft a letter by giving standing instructions to the bank to stop the payment of the cheque. 7
- (B) Ms. Shanaya Sharma has enquired about cash in transit insurance rates to various insurance companies. Draft a reply letter to Ms. Shanaya Sharma informing about policies, terms and conditions of the insurance that your company may offer. 7

SECTION – II

6. Multiple Choice Questions (Any **Eight**) : 8
- (1) Following should be excluded while writing education qualifications in resume :
- (a) Grades
- (b) Degree
- (c) Certificate
- (d) Awards

- (2) Which of the following identifications can be included in signature area of the letter ?
- (a) Company name
 - (b) Salutation
 - (c) Complimentary Close
 - (d) None
- (3) The author of the book “Sir Gawain and the Green Knight” is not available. Therefore, it will be called an _____.
- (a) Unknown book
 - (b) Gawain book
 - (c) Pseudo book
 - (d) Anonymous book
- (4) Cover letter or job application letter is also known as _____.
- (a) Forwarding Letter
 - (b) Follow up Letter
 - (c) Cold Contact
 - (d) None
- (5) How close strangers may stand to you will be studied under:
- (a) Proxemics, Individual Cultural Variable
 - (b) Proxemics, National Cultural Variable
 - (c) Manners, Individual Cultural Variable
 - (d) Manners, National Cultural Variable
- (6) Which of the following is NOT an optional detail in Letter-head ?
- (a) Name of Officer
 - (b) Slogan of Company
 - (c) Trademark of Company
 - (d) Address

- (7) When people listen carefully, their goal is to understand and remember what they are hearing. What type of listening is this ?
- (a) Relationship
 - (b) Attentive
 - (c) Informative
 - (d) Appreciative
- (8) Which among the following is NOT the barrier of listening skills ?
- (a) Language
 - (b) Medium
 - (c) Mindset
 - (d) Caste
- (9) Combating stage fright what can be the remedy ?
- (a) Stick to the notes.
 - (b) Hold the podium.
 - (c) Read your supportive notes.
 - (d) Recognize your nervousness and visualize yourself as a good speaker.
- (10) While delivering JAM session, what should be kept in mind ?
- (a) Start imaginatively
 - (b) Think twice before saying
 - (c) Give examples often
 - (d) Take more time to say
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