

- 9) A..... letter is written when you want to leave or quit a position, typically written in advance to indicate the last date of employment.
- a) Poison-pen b) Sympathy
c) Apology d) Resignation
- 10) Which of the following should be used in a resume for maximum impact?
- a) Prepositions b) Action verbs
c) Pronouns d) Interjections
- 11) Which of the following formats gives the most detailed employment or work history?
- a) Chronological resume format b) Functional resume format
c) Cover letter d) Hybrid resume format
- 12) The slogan of today's recruiter is "Trust, but verify" and..... allow them to do just that.
- a) Testimonials b) References
c) Honors d) Special Skills
- 13) can help you gauge the audience reaction and help you rectify the situation.
- a) Cue cards b) HOOK
c) Take aways d) Eye contact
- 14) At the end of the meal, you must leave the napkin loosely folded to the..... of your plate.
- a) Right b) Left
c) Top d) Below
- 15) Business casual means dressing.....
- a) In shorts and a polo T-shirt
b) In track-suits
c) In formal suits with tie
d) Professionally, looking relaxed yet neat and pulled to-together
- 16) One important aspect of a good presentation is one that.....
- a) Starts late b) Ends on time
c) Ends after 10 minutes d) Ends after the audience start clapping
- 17) One of the greatest disadvantage of e-mails is its.....
- a) Speed b) Accuracy
c) Brief d) Easily SPAMed
- 18) You have to..... your presentation before you prepare it.
- a) View b) Rehearsal
c) Plan d) Present
- 19) E-mail is..... form of communication.
- a) Oral b) Written
c) Formal d) Informal
- 20) Fax is the quick means of
- a) Interacting with friends b) Posting comment on social media
c) Sending copies of document d) None of the above

SECTION - 'B'

II Short answer type questions (4 marks each).

20

1. a) Explain Grapevine communication.

OR

b) What is upward communication? Explain with suitable example.

2. a) What are requirements of a letter of enquiry?

OR

b) What is circular?

3. a) Why is a covering letter essential?

OR

b) What are the essentials of an appointment letter?

4. a) Why are soft skills essential in corporate world?

OR

b) What are the 'DOS' or Oral presentation?

5. a) Give the advantages of E-mail?

OR

b) What are the disadvantages of video conferencing?

SECTION - 'C'

III Long Answer type questions (8 marks each).

40

1. a) Explain the importance of kinesics in communication.

OR

b) Elaborate the barriers of Business communication.

2. a) Draft a complaint letter to BSNL for interrupted services and poor network.

OR

b) Explain the lay-out of a good business letter.

3. a) 'One size does not fit all', discuss in light of resume writing.

OR

- b) What is resignation letter and refusal letter? Discuss the significant difference between the two.

4. a) What are the things to be borne in mind before going for an interview?

OR

- b) What are the requisites of effective speaking?

5. a) What are the advantages and disadvantages of internet?

OR

- b) What is video conferencing? What care should be taken for clothing in video-conferencing?
