



JV-003-039501

Seat No. _____

**B. Voc. (Applied Computer Technology)
(Sem. V) Examination**

October - 2019

Business Etiquettes & Interview Techniques

Faculty Code : 003

Subject Code : 039501

Time : $2\frac{1}{2}$ Hours]

[Total Marks : 70

1 Attempt the following : 20

- (1) Match the following
 - (A) Business meeting Ideas (1) Semantic barrier
 - (B) Respecting Elders (2) GD Personality traits
 - (C) Use of Jargon (3) Personal Barriers
 - (D) Poor Listening (4) Social Etiquette
 - (E) Flexibility (5) Impromptu
- (2) People like loud ringtones at work : (True or False)
- (3) Expectation of audience should not be taken into consideration while panning a presentation (True or False)
- (4) Using a short story is a good way of initiating a group discussion (True or False)
- (5) Sender represent the destination of message (True or False)
- (6) To show something on a slide during a presentation one should point finger at it (True or False)
- (7) Arguing is a good way of initiating a group discussion (True or False)
- (8) Which mode of delivery is best suited for political speech?
- (9) What are the sub category of vertical communication?
- (10) Information overload is _____ barrier to communication?

- (11) Knife and spoon should be positioned on the _____ side of the plate.
- (12) What is communication according to Newman and summers?
- (13) What is the full form of CV?
- (14) Manner of greeting is _____ barrier to communication?
- (15) Name the elements of process of communication
- (16) Define group discussion
- (17) Taking notes during the interview is a good habit (True or False)
- (18) Which mode of delivery is best suited for wedding toast (True or False)
- (19) Channel and medium are different (True or False)
- (20) Knowing the audience is an important part of planning a presentation (True or False)

2 (A) Attempt the following : (Any **Three**) **6**

- (1) List four points to keep in mind while delivering a presentation
- (2) Explain the role of sender in the process of communication
- (3) List various personality traits required for Group Discussion
- (4) Which points should be kept in mind while summarizing a Group Discussion
- (5) Explain impromptu mode of delivery
- (6) Explain various purposes of presentation

(B) Attempt the following : (Any **Three**) **9**

- (1) Explain channel & medium in detail
- (2) Explain advantages of upward communication
- (3) Explain any three personal barriers to communication
- (4) What is group discussion? Explain phases of GD
- (5) What is consensus?
- (6) Explain respect in office environment

- (C) Attempt the following : (Any **Two**) **10**
- (1) Write a note on grapevine communication
 - (2) Explain the process of communication with diagram
 - (3) Write an inquiry letter to a sports good supplier to send their price list
 - (4) Write a letter to the Flipkart complaining about defective product
 - (5) Write a report of business exhibition organized by your college
- 3** (A) Attempt the following : (Any **Three**) **6**
- (1) List out various cross-cultural barriers
 - (2) Define Business Etiquettes
 - (3) What is halo and horn effect?
 - (4) What is encoding and decoding. Explain with suitable example
 - (5) Which type of questions can be asked during an interview?
 - (6) State any two advantages of horizontal communication
- (B) Attempt the following : (Any **Three**) **9**
- (1) Write a short note on e-mail etiquettes
 - (2) Explain how communication can be used for education
 - (3) Write a short note on horizontal communication
 - (4) State any two basic interview mistakes
 - (5) Write any four points to keep in mind while delivering a presentation
 - (6) State any two disadvantages of horizontal communication
- (C) Attempt the following : (Any **Two**) **10**
- (1) Write a note on process of communication
 - (2) What should be kept in mind while appearing for an interview?
 - (3) Write a letter placing order for books in college library
 - (4) Draft a resume for the post of a software engineer
 - (5) Prepare a report of college annual event