

# BALLARI INSTITUTE OF TECHNOLOGY & MANAGEMENT

(Autonomous Institute under Visvesvaraya Technological University, Belagavi)

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Course Code 

2	1	M	B	A	1	7
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First Semester MBA Degree Examinations, June 2022

## BUSINESS ENGLISH

Duration: 3 hrs

Max. Marks: 100

**Note:** 1. Answer any FOUR full questions from Question No. 1 to 7.

2. Question No. 8 is compulsory

3. Missing data, if any, may be suitably assumed

<u>Q. No</u>	<u>Question</u>	<u>Marks</u>	<u>(RBT:CO:PO)</u>
1.	a. Write the concept of presentation skills.	03	(1 :1 : 1)
	b. Write a detailed note on types of presentation skills.	07	(1 :1 : 1)
	c. Explain how to prepare the presentation with example.	10	(1 :1 : 1)
2.	a. Give the meaning of meeting.	03	(1 :1 : 1)
	b. Compare and contrast the process of running a meeting with international meeting.	07	(1 :1 : 1)
	c. Evaluate a meeting with examples.	10	(1 :1 : 1)
3.	a. What do you mean by business etiquette?	03	(2 :2 : 2)
	b. Explain various types of etiquette.	07	(2 :2 : 2)
	c. Summarize the rules of business etiquette.	10	(2 :2 : 2)
4.	a. What is body language?	03	(3 :3 : 3)
	b. Critique Haptics and its role with examples.	07	(3 :3 : 3)
	c. Analyze the kinesics with types and contexts.	10	(3 :3 : 3)
5.	a. What is group discussion?	03	(4 :4 : 4)
	b. Interpret the objectives and purposes of group discussion.	07	(4 :4 : 4)
	c. Critique the facilitating a group discussion.	10	(4 :4 : 4)
6.	a. With the context, define group discussion.	03	(4 :4 : 4)
	b. Examine the different types of group discussion.	07	(4 :4 : 4)
	c. Evaluate various phases of group discussion.	10	(4 :4 : 4)
7.	a. What are interview skills?	03	(5 :5 : 5)
	b. Explain the types of interviews.	07	(5 :5 : 5)
	c. Summarize the rules of interview skills.	10	(5 :5 : 5)

**Note:** (RBT:CO:PO) - Revised Bloom's Taxonomy Level: CO - Course Outcome: PO - Programme Outcome

8.

**Case study: Office Etiquette**

Office etiquette is the set of the informal rules which have to be followed by every employee who works at an office and wants to reach to the success in his work.

Office etiquette does not differ from the original general rules and principles of etiquette but still has its own original forms and aspects. The starting point of the appropriate behaviour at an office is characterized with the constant attention to the duties and respect to all the co-workers. The employee must not spend too much time chatting in Face book, especially when there is a special meeting, conversation with the client and other employee. This activity steals attention and shows disrespect towards the client. Then, one must not talk over the telephone at work and gossip about other people, because if the boss, co-workers or clients see a chattering employee, that will not treat him seriously and will probably try to apply to another clerk.

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| a. What is office etiquette?                                   | <b>03</b> | (3 :2 : 2) |
| b. What is the result of not following office etiquette rules? | <b>07</b> | (2 :2 : 2) |
| c. What are the rules in office etiquettes?                    | <b>10</b> | (2 :2 : 2) |

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