

SEAT No. \_\_\_\_\_

No. of Printed Pages : 1

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**SARDAR PATEL UNIVERSITY**  
**BBA (Gen) Sem – VI EXAMINATION (2010 batch)**  
**Monday, 09 April 2018**  
**02:00 am to 04:00 pm**  
**Business Etiquettes and Presentation Skills**  
**UM06FBBA01/02**

- Note: 1. Figures to the right indicate full marks to the questions concerned.  
 2. Your answers must be precise.  
 3. Maximum Marks: 60

Q-1 As a Presenter what steps would you undertake to prepare an effective Presentation? 15  
 Discuss in detail.

OR

Q-1 Write notes on the following: 15  
 (A) How to plan for a Presentation  
 (B) Guidelines on Delivering the Presentation

Q-2 How do audio-visual aids enhance the effectiveness of a Presentation? Discuss in 15  
 detail citing suitable illustrations.

OR

Q-2 Write notes on the following: 15  
 (A) Non-verbal aspects of Presentation  
 (B) Strategies to cope with stage fright and presentation fears during the  
 Presentation

Q-3 Explain the term 'Business Etiquette' and discuss its importance in the modern 15  
 corporate world.

OR

Q-3 Attempt the following: 15  
 (A) Discuss in detail the Etiquettes to be followed for formal business meetings.  
 (B) Write a note on telephone / cell phone etiquettes.

Q-4 What do you mean by the term 'Negotiation'? Discuss the various stages in the 15  
 process of Negotiation.

OR

Q-4 Write notes on the following: 15  
 (A) Importance of Etiquettes in Written Communication  
 (B) Some important Interview Etiquettes

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