

[A-15&16] Seat No: _____

No. of printed page: 1

SARDAR PATEL UNIVERSITY
BBA (Gen) (VI semester) (NC) (2010 batch) Examination
2017

Tuesday, 14th March

2.00 pm - 4.00 pm

UM06FBBA01/02 - Business Etiquettes & Presentation Skills

Total Marks: 60

Note: 1) Figures to the right indicate full marks to the questions concerned.
2) Your answers must be precise.

Q.1 How would you prepare for a Presentation ? Write a detailed note on the steps you would undertake to do so. (15)

OR

Q.1 Write notes on the following:

- (a) Importance and role of Business Presentation. (08)
- (b) Delivering the Presentation. (07)

Q.2 What are the strategies you would use to cope with stage fright and presentation fears just before making a presentation, and during the presentation? (15)

OR

Q.2 Write notes on the following:

- (a) Non-verbal aspects of Presentation. (08)
- (b) How audio-visual aids enhance the effectiveness of a Presentation. (07)

Q.3 Write a detailed note on the Etiquettes to be followed during Formal and Informal business meetings. (15)

OR

Q.3 Answer the following questions:

- (a) Define 'Business Etiquette' and explain its importance in a business organisation. (08)
- (b) Discuss briefly some of the important Workplace Etiquettes. (07)

Q.4 Write notes on the following:

- (a) Stages in the Negotiation Process. (08)
- (b) Interview Etiquettes. (07)

OR

Q.4 Attempt the following questions:

- (a) Define Negotiation and explain its need and importance. (08)
- (b) Comment on the Etiquette of the Written Word and its importance in the world of business. (07)

