

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

[11/A4]

No. of Printed pages: 1

SARDAR PATEL UNIVERSITY  
BBA - ITM EXAMINATION – Semester - VI  
2018

Monday, 26<sup>th</sup> March

10:00 a.m to 12: 00 p.m

UM06FBB101 – Business Etiquettes and Presentation Skills - II

Total Marks: 60

Q – 1 A Write a note on coping with presentation fear and non-verbal aspects of presentation. 15

OR

Q – 1 A Write a note on transparencies, graphs and charts as visual aids for oral presentation. 15

Q – 2 A Write a note on the fundamental patterns of cultural differences. 08

B What is the need and importance of intercultural business communication? 07

OR

Q – 2 A How intercultural awareness can be developed? 08

B Write a note on the factors of cross cultural relationships. 07

Q – 3 A Write a note on etiquettes to be followed in written communication. 08

B Discuss the types of interview questions. 07

OR

Q – 3 A Write a note on interview etiquettes. How one can prepare for an interview? 15

Q – 4 What are the different stages in the Negotiation Process? 15

OR

Q – 4 A Write a detail note on the importance and strategies of Negotiation. 15

(1)

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