

A  
[47]

30  
No. of Printed pages: 01

**SARDAR PATEL UNIVERSITY**  
**BBA (Semester VI) (2010 Batch)**  
**2015**  
**UM06FBBA01/02 – Business Etiquettes and Presentation Skills**  
**Monday, 16<sup>th</sup> March 2015**  
**02.30 a.m. – 04.30 p.m.**

**Total Marks: 60**

- Q – 1 A Why presentation is important in business. What are those business functions where presentations are important? 08
- B Write a detailed note on benefits of planning the presentation. What are the characteristics of a good presentation? 07
- OR**
- Q – 1 A Write a note on the strategies of effective delivery of the presentation. 08
- B Write a note on the importance of rehearsal (practice) of presentation. 07
- Q – 2 A Write a detailed note on: PowerPoint as an important aid for presentation. 08
- B How one can prepare for the oral presentation? 07
- OR**
- Q – 2 A Write a note on: Coping with presentation fear. 08
- B Explain with examples the importance of body language while delivering the presentation. 07
- Q – 3 A What are Business Etiquettes: how they are important in modern business? 08
- B Write a note on: Telephone Etiquettes 07
- OR**
- Q – 3 A What are the workplace Etiquettes? 08
- B Write a note on: Meeting Etiquettes 07
- Q – 4 A Explain the concept of Negotiation. Why is it important in business? 08
- B Write a note on: Interview Etiquettes 07
- OR**
- Q – 4 A Write a note on the different stages in the Negotiation Process? 08
- B Write a note on Etiquettes in Written Communication. 07