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SARDARPATELUNIVERSITY
BBA ISM VI Semester Examination
Monday, 06th April, 2015
10:30 to 12:30

Business Etiquettes and Presentation Skills-II
UM06FBBS02

Total Marks: 60

Note: Figures to the right indicates full marks:

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- Q.1 a) Examine in detail using Audio-Visual Aids for Electronic presentation. (08)
 - b) Write a note on how to cope with Presentation Fear. (07)
 - OR**
 - Q.1 a) Mention in detail how to deliver the speech and handling the question answer session in oral presentation. (08)
 - b) Write a note on Non-Verbal aspects of presentation. (07)
 - Q.2 a) Discuss the need and importance of intercultural Business Communication. (08)
 - b) Explain how to develop intercultural Awareness. (07)
 - OR**
 - Q.2 a) Examine the Patterns of Cultural Difference. (08)
 - b) What are the factors of Cross Cultural Relationship? Write in detail. (07)
 - Q.3 a) Mention in detail what are the etiquettes in Written Communication? (08)
 - b) Explain how to prepare for an interview. (07)
 - OR**
 - Q.3 a) What are the factors of success in Interview? Explain. (08)
 - b) Write a note on non-verbal aspects of Interview. (07)
 - Q.4 a) Explain the Concept and Importance of Negotiation. (08)
 - b) What are the Stages in the Negotiation Process. (07)
 - OR**
 - Q.4 Examine the strategies of Negotiation: initial, during and reaching. (15)