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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, NIET BUSINESS SCHOOL GREATER NOIDA

(An Autonomous Institute Affiliated to AKTU, Lucknow)

PGDM

TRIMESTER: III - THEORY EXAMINATION (2024- 2025)

Subject: Personal Grooming and Business Etiquette

Time: 2.5 Hours

Max. Marks: 60

General Instructions:

IMP: Verify that you have received the question paper with the correct course, code, branch etc.

1. This Question paper comprises of three Sections -A, B, & C. It consists of Multiple Choice Questions (MCQ's) & Subjective type questions.
2. Maximum marks for each question are indicated on right -hand side of each question.
3. Illustrate your answers with neat sketches wherever necessary.
4. Assume suitable data if necessary.
5. Preferably, write the answers in sequential order.
6. No sheet should be left blank. Any written material after a blank sheet will not be evaluated/checked.

SECTION-A

15

1. Attempt all parts:-

- 1-a. Which of the following is an example of business etiquette? (CO1) 1
- (a) Speaking loudly in meetings
 - (b) Interrupting others while they speak
 - (c) Being punctual
 - (d) Checking your phone during conversations
- 1-b. How can demonstrating respect benefit professional relationships? (CO2) 1
- (a) By being dismissive
 - (b) By fostering mutual trust and collaboration
 - (c) By ignoring others' opinions
 - (d) By spreading rumors
- 1-c. How can a meeting organizer ensure follow-up actions are implemented? (CO3) 1
- (a) Keep action items vague and open-ended
 - (b) Avoid assigning responsibilities
 - (c) Document action items and assign accountability
 - (d) Assume attendees will remember their tasks
- 1-d. What are the potential challenges of cross-cultural communication? (CO4) 1
- (a) a Misunderstandings
 - (b) b Effective communication

- (c) c Smooth collaboration
- (d) d Clear communication channels
- 1-e. Which of the following is an appropriate subject line for a professional email? (CO5) 1
 - (a) "Hey You!"
 - (b) "Important Meeting"
 - (c) "URGENT: Please Read ASAP"
 - (d) "Project Update Request"

2. Attempt all parts:-

- 2.a. Define first impression.(CO1) 2
- 2.b. Explain importance of body language.(CO2) 2
- 2.c. List one benefit of proper meeting etiquette.(CO3) 2
- 2.d. What is the importance of understanding cultural differences in business? (CO4) 2
- 2.e. Describe one active listening technique.(CO5) 2

SECTION-B

15

3. Answer any three of the following:-

- 3-a. Explain how does cultural awareness contribute to good business etiquette.(CO1) 5
- 3-b. Explain the common mistakes made during self-introductions.(CO2) 5
- 3.c. Explain how would you handle a situation where two participants strongly disagree during a meeting.(CO3) 5
- 3.d. Explain: Client Interaction Etiquettes: Building and Maintaining Strong Relationships (CO4) 5
- 3.e. Discuss three examples of non-verbal communication and their significance.(CO5) 5

SECTION-C

30

4. Answer any one of the following:-

- 4-a. Discuss the importance of business etiquette in maintaining professional relationships.(CO1) 6
- 4-b. Discuss the role of business etiquette in conflict resolution.(CO1) 6

5. Answer any one of the following:-

- 5-a. Differentiate between verbal and nonverbal communication.(CO2) 6
- 5-b. Implement strategies to maintain professional relationships.(CO2) 6

6. Answer any one of the following:-

- 6-a. Explain the importance of summarizing key points at the end of a presentation.(CO3) 6
- 6-b. Develop a set of best practices for virtual meeting etiquette.(CO3) 6

7. Answer any one of the following:-

- 7-a. Adapting to Cultural Norms Situation: A French company is opening a branch in 6

China. However, they encounter resistance from employees who are accustomed to a more relaxed work environment and resist the hierarchical structure typical in Chinese organizations. Mention various ways as to how French company adapt its management practices to the Chinese context.(CO4)

- 7-b. Illustrate in your own words: Diversity in the Workplace: Challenges and Opportunities(CO4) 6
8. Answer any one of the following:-
- 8-a. During a client call, you notice the client's tone becoming increasingly frustrated. Explain how would you adapt your communication to address their concerns and maintain a positive rapport.(CO5) 6
- 8-b. During a virtual conference call, one participant frequently speaks over others and dominates the conversation. Explain how would you ensure equal participation and respectful communication among all attendees. (CO5) 6

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