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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA
(An Autonomous Institute Affiliated to AKTU, Lucknow)

MBA (Integrated)

SEM: III - THEORY EXAMINATION (2025 - 2026)

Subject: Managerial Communication and Etiquettes

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. _____ should be included in the body of a report. (CO1,K1) 1
- (a) Personal opinions and biases
- (b) Detailed data and information
- (c) Conclusions and recommendations
- (d) All of the above
- 1-b. The use of Carbon Copy (CC) is _____(CO2,K1) 1
- (a) Recipients are visible to all of the other recipients of the message in CC
- (b) Recipients are invisible to all of the other recipients of the message in CC
- (c) Recipients are invisible to only one recipients of the message in CC
- (d) None of the above
- 1-c. _____are the successful strategies for interview: (CO3, K2) 1
- (a) Personal rapport
- (b) Good eye contact
- (c) Clear idea of the key point
- (d) All of the above
- 1-d. When making a business introduction, you should: (CO4, K2) 1
- (a) Introduce the more important/senior person to the less important/senior person
- (b) Wing it
- (c) Introduce the less important/junior person to the more important/senior person
- (d) Don't do anything. It is their responsibility to introduce themselves
- 1-e. By an intranet we mean (CO5, K1) 1

- (a) a network connecting all computers of an organization and using the internet protocol
- (b) a corporate computer network
- (c) a wide area network connecting all branches of an organization
- (d) a LAN of an organization

2. Attempt all parts:-

- 2.a. State and explain any two types of Reports. (CO1,K1) 2
- 2.b. Discuss the term 'Background' in proposals. (CO2,K2) 2
- 2.c. Explain the term Resume. (CO3,K1) 2
- 2.d. Discuss the term workplace communication. (CO4, K2) 2
- 2.e. Define Cultural Sensitivity. (CO5, K1) 2

SECTION-B

15

3. Answer any three of the following:-

- 3-a. Your company 'Fitness Freaks' is asked to submit a Feasibility report in response to your proposal to start a gym in a college. Prepare a feasibility report with all possible details to submit to the management of the college. (CO1, K6) 5
- 3-b. Suppose you are the Head Manager of your Office, ABC Pvt Ltd. Write down an email informing your employees regarding the change in office timings for the monsoon season, due to heavy traffic conditions in the city. (CO2,K6) 5
- 3.c. Highlight the 5 tips to write a resume with no experience. (CO3, K3) 5
- 3.d. Explain the term Business Etiquettes and the types of Business Etiquettes. (CO4, K2) 5
- 3.e. In your opinion, does Technological advancements helps our businesses to grow. Explain it with some examples. (CO5, K3) 5

SECTION-C

30

4. Answer any one of the following:-

- 4-a. Proper Managerial Communication is of high significance in a workplace. Comment. (CO1,K3) 6
- 4-b. Compare and contrast Regular Reports and Special Reports. (CO1 ,K4) 6

5. Answer any one of the following:-

- 5-a. Explain the parts of Business Proposals in detail. (CO2, K1) 6
- 5-b. Write basic elements of writing an email with its proper format.(CO2, K2) 6

6. Answer any one of the following:-

- 6-a. Write what you need to include on a fresher resume. (CO3, K2) 6
- 6-b. Explain in brief any 3 types of Interviews. (CO3, K2) 6

7. Answer any one of the following:-

- 7-a. Suppose you have joined a new organization and you see your colleagues talking from one corner of corridor to the other, eating food in cubicles, taking things from your table. Can you recall and mention some lessons on cubicle and workplace Etiquettes for a better work environment. (CO4, K3) 6
- 7-b. Mr. John is invited as Guest of honour, help him brief about the dinning etiquettes. (CO4, K3) 6

8. Answer any one of the following:-

- 8-a. Conflict Management is one good trait with managers, discuss any 3 types of Conflict and how they can be resolved. (CO5,K3) 6
- 8-b. Suppose in your team there are people from different cultures, how would you ensure intercultural sensitivity in your team. (CO5, K3) 6

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