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**G. VENKATASWAMY NAIDU COLLEGE (AUTONOMOUS), KOVILPATTI – 628 502.**



**UG DEGREE END SEMESTER EXAMINATIONS - NOVEMBER 2024.**

(For those admitted in June 2023 and later)

**PROGRAMME AND BRANCH: B.B.A.,**

SEM	CATEGORY	COMPONENT	COURSE CODE	COURSE TITLE
II	PART - IV	SKILL ENHANCEMENT COURSE - 3	U23BB2S3	BUSINESS ETIQUETTE AND CORPORATE GROOMING

**Date : 16.11.2024/AN**

**Time : 2 hours**

**Maximum: 50 Marks**

<b>Q. No.</b>	<b>SECTION – A (4 X 5 = 20 Marks)</b> <b>Answer any <u>FOUR</u> Questions.</b>
1.	Explain the principles of exceptional work behaviour.
2.	List out the essential professional qualities expected from an employer's perspective.
3.	Enlighten the guidelines for telephone etiquette.
4.	Connote the concept inter-cultural communication.
5.	Write a short note on formal dress code followed in work place.
6.	Explicate the basic disability etiquette practices.
<b>Q. No.</b>	<b>SECTION – B (3 X 10 = 30 Marks)</b> <b>Answer any <u>THREE</u> Questions.</b>
7.	Explain the role of good manners in business
8.	How will you be choosing appropriate gift in the business environment.
9.	Draft an effective guideline for email etiquette.
10.	Enlighten the cultural awareness at work place impact of diversity.
11.	Describe the effective guidelines for appropriate business attire.