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NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GREATER NOIDA

MCA INSTITUTE

(An Autonomous Institute Affiliated to AKTU, Lucknow)

PGDM

TRIMESTER: III - THEORY EXAMINATION (2023 - 2024)

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. What does personal grooming include?(CO1) 1
- (a) Wearing Casual attire at workplace/meeting
 - (b) Keeping yourself in formals/dresscode while at work.
 - (c) Wearing wrinkled clothes
 - (d) Wearing sports shoes during official meetings.
- 1-b. Why is it important to set boundaries in professional relationships?(CO2) 1
- (a) To establish control
 - (b) To maintain a healthy work-life balance
 - (c) To create chaos
 - (d) To micromanage colleagues
- 1-c. What is a common reason for meetings to be considered unproductive? (CO3) 1
- (a) Lack of clear objectives and agenda

- (b) Limited number of attendees
 - (c) Strict adherence to time limits
 - (d) Ignoring feedback from participants
- 1-d. Analyze the impact of interrupting others during a meeting.(CO4) 1
- (a) It disrupts communication flow
 - (b) It improves communication
 - (c) It encourages collaboration
 - (d) It doesn't affect the meeting
- 1-e. What does "BCC" stand for in email?(CO5) 1
- (a) Blind Copy
 - (b) Background Color Change
 - (c) Bolded Carbon Copy
 - (d) Business Correspondence Code

2. Attempt all parts:-

- 2.a. Give one example of a common business etiquette practice.(CO1) 2
- 2.b. Discuss the role of body language in networking events.(CO2) 2
- 2.c. Explain the importance of punctuality in a meeting.(CO3) 2
- 2.d. Explain the purpose of an agenda in a meeting.(CO4) 2
- 2.e. Explain the purpose of using gestures in communication.(CO5) 2

SECTION B

15

3. Answer any three of the following:-

- 3-a. Discuss the role of feedback in improving business etiquette.(CO1) 5
- 3-b. Construct a presentation on the role of body language in professional success.(CO2) 5
- 3-c. Discuss the role of feedback in improving presentation skills.(CO3) 5
- 3-d. Explain: Leadership Etiquettes: Leading with Integrity and Respect (CO4) 5
- 3.e. Evaluate the impact of active listening on building trust in relationships, considering its role in establishing rapport, fostering empathy, and enhancing communication effectiveness in interpersonal interactions.(CO5) 5

SECTION C

30

4. Answer any one of the following:-

- 4-a. Explain how personal grooming can affect stress levels and overall well-being.(CO1) 6

- 4-b. Discuss the importance of training employees on dress code policies and expectations.(CO1) 6

5. Answer any one of the following:-

- 5-a. Demonstrate the difference between effective and ineffective eye contact.(CO2) 6
5-b. Demonstrate how to give a confident self-presentation under pressure.(CO2) 6

6. Answer any one of the following:-

- 6-a. Describe a scenario where a meeting participant consistently interrupts others. Develop a method to handle this situation while maintaining a positive and productive meeting environment.(CO3) 6
6-b. Create a set of guidelines for handling disagreements in a multicultural team meeting.(CO3) 6

7. Answer any one of the following:-

- 7-a. Illustrate in your own words: The Impact of Globalization on Cultural Exchange (CO4) 6
7-b. Illustrate in your own words: Adapting to Cultural Differences in a Globalized World (CO4) 6

8. Answer any one of the following:-

- 8-a. You're leading a training session for new employees, and some participants seem hesitant to ask questions. Explain how would you create a supportive environment to encourage questions and feedback.(CO5) 6
8-b. You notice that a colleague consistently uses inappropriate language in their emails to clients. Explain how would you address this issue while maintaining professionalism and preserving the working relationship.(CO5) 6