**Basics Of Business Etiquette**

Q1. What are the principles of Business Ethics?

* Honesty, Compliance and Avoid Conflicts
* Greetings and Personal Space
* Email Etiquette

Q2. Proper and correct form of Handshake is:

* Web to Web
* From the Shoulder
* Just the Palm

Q3. An Ideal handshake should last for:

* 30 seconds
* 10 seconds
* 2-3 seconds

Q4. You only get one chance to make…….

* the **FIRST** IMPRESSION
* the RIGHT **FIRST** and **LAST** IMPRESSION
* the RIGHT **FIRST** IMPRESSION

Q5. The correct way to pair your formal attire:

* Patterned Shirt with patterned tie
* Patterned pants with Checkered Shirt
* Striped Shirt with Solid Pants

Q6. Socks Color should match:

* Shirt Color
* Pants color
* Shoes Color

Q7. How should the subject line be?

* Long and Descriptive
* Short and Precise
* Does not matter

Q8. The tone of your mails should be

* Very aggressive
* It can be rude if is not a client
* Polite and assertive

Q9. When you want to put the employee’s call on hold, you must

* Immediately put the caller on hold
* Hang up the call
* Ask the caller first

Q10. A coworker shares office gossip/rumour with you. You:

* Thank him for telling you and pass the stories on
* Check out the facts with other employees
* Politely listen and keep information to your self

Q11. What to do when you receive a Team/Phone call when working on floor?

* Switch off
* Put on speaker
* Use headphones

Q12. You can send mails to outside parties.

* True
* False

Q13. What do you do when you have to dispose important documents?

* Crumble the paper.
* Pass it on to others.
* Use a shredder.

Q14. Always leave your laptop unattended.

* True
* False

Q15. Throw paper cups and cardboard in?

* Wet Waste Bin
* Corridor
* Dry Waste Bin