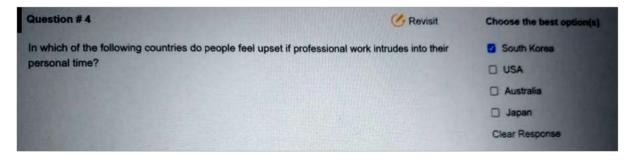
Question #1	visit C	hoose the best option
	ess C) associating
Read the passage below and fill in the blanks with the most appropriate term in a busine context.		regarding
		connecting
A) This is(1) your complaint about the mistakes in the monthly bill. We are extremely sorry for this. There have been some technical problems with the application generates the bills. We are in the process of rectifying these problems and that the correct bill will reach you within the next five days. We deeply arget the inconverted that the correct bill will reach you within the next five days.	which (2)	referencing
this may have caused you. Please feel free to contact us if you have further concerns. B)(3) taking several steps, we have been unable to present reasonable estimates to the client. We need to(4) more efficient means to(5) the data. Perhaps we could take this up during our next meeting. Choose the right option for blank 1		
Question # 2	Revisit	Choose the best option
Read the passage below and fill in the blanks with the most appropriate term in a b	usiness	predicted
context.		O felt
A) This is(1) your complaint about the mistakes in the monthly bill. We	are	O estimate
extremely sorry for this. There have been some technical problems with the applica	ation which	O thinking
generates the bills. We are in the process of rectifying these problems and that the correct bill will reach you within the next five days. We deeply regret the interest may have caused you. Please feel free to contact us if you have further concerns.	(2) convenience rns.	Clear Response
B)(3) taking several steps, we have been unable to present reasonal	ble	
estimates to the client. We need to(4) more efficient means to(5) the data. Perhaps we could take this up during our next meeting.		
(5) the data. Pemaps we could take this up dating as		
Choose the right option for blank 2		
	1	
Question #3	Revisit	Choose the best option
Read the passage below and fill in the blanks with the most appropriate term in a but context.	usiness	Because of Although
A) This is(1) your complaint about the mistakes in the monthly bill. We set the extremely sorry for this. There have been some technical problems with the applications.		O In spite O Despite
generates the bills. We are in the process of rectifying these problems and	(2)	
that the correct bill will reach you within the next five days. We deeply regret the incu- this may have caused you. Please feel free to contact us if you have further concern	onvenience ns.	Clear Response
B) (3) taking several steps, we have been unable to present reasonable	e	
estimates to the client. We need to(4) more efficient means to		
(5) the data. Perhaps we could take this up during our next meeting.		
Choose the right option for blank 3		

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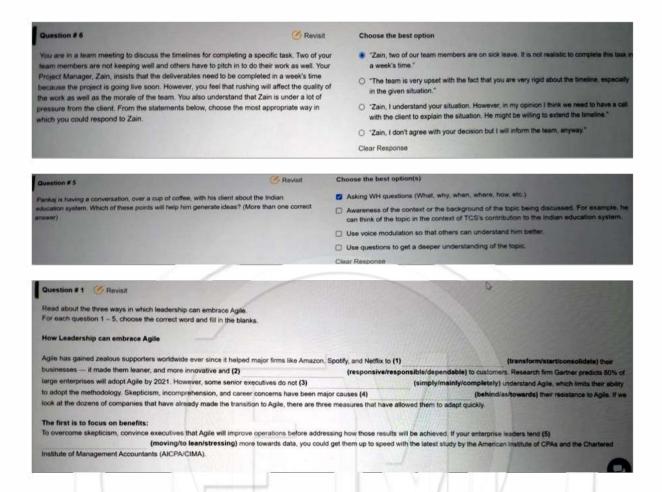
Question # 4	O Revisit	Choose the best op
Read the passage below and fill in the blanks with the most appropriate	term in a business	plan plan
context.		O devise
A) This is(1) your complaint about the mistakes in the month	hly bill. We are	O think
extremely sorry for this. There have been some technical problems with	the application which	O produce
generates the bills. We are in the process of rectifying these problems a that the correct bill will reach you within the next five days. We deeply re	nd(2) gret the inconvenience	Clear Response
this may have caused you. Please feel free to contact us if you have furn	ther concerns.	
B) (3) taking several steps, we have been unable to preser	nt reasonable	-
estimates to the client. We need to(4) more efficient r	means to	
(5) the data. Perhaps we could take this up during our next meeting.		
Choose the right option for blank 4		
The same of the sa		
Question # 5	% Revisit	Choose the best option
	in a business	capture
Read the passage below and fill in the blanks with the most appropriate term context.	iii a busiiiess	O hold
to the state of the seattle by the s	III Me are	O enclose
A) This is(1) your complaint about the mistakes in the monthly bi extremely sorry for this. There have been some technical problems with the a	application which	O catch
generates the bills. We are in the process of rectifying these problems and _	(2)	Clear Response
that the correct bill will reach you within the next five days. We deeply regret this may have caused you. Please feel free to contact us if you have further	concerns.	Cidal Isaapanaa
B)(3) taking several steps, we have been unable to present resemble to the client. We need to(4) more efficient means.	asonable ns to	
(5) the data. Perhaps we could take this up during our next meeting.		
at the sain for black 5		/
Choose the right option for blank 5		
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total mile is posted in our disamer for meet (measy time)		,
Question # 1	Choose the best of	ption(s)
While communicating with clients, one must NOT:	☐ Disagree	
Willie Communicating with Circles, One most not	☐ Express opinion	5
	☐ Make assumption	ons based on unclear understanding
	☐ Hesitate to ask	for clarifications
Question # 2	Choose the best option(5)
Leading a multicultural team is challenging. Of the multiple skills required to succeed at it,	unaffected by a team	member's unhappiness
empathy is an essential one. An empathetic leader is (more than one answer):	concerned with the we	ell-being of his/her team members
	unable to imagine wha	at the team members are feeling
	aware when someone	from the team is upset
	Clear Response	
Question # 3	G Revisit	Choose the best option(s)
In which of the following country cultures do people prefer to arrive at a cons	sensus, when	☑ UK
making a decision? (More than one answer)		□ Netherlands
		Sweden
		□ India
		Clear Response





estion # 5	Choose the best option • Yes, they are the same, as both are used to build rapport.		
nall talk is the same as an elevator pitch.			
	 No. An elevator pitch is intended to convince the listener to take up your offer / sidea or product 		
	Clear Response		
Question #1	⊘ Revisit	Choose the best option	
Which of the following would be a more convincing approach w	hen wishing to obtain senior	Both (A) and (B)	
management buy-in for a solution to a customer problem, prop		O Neither (A) nor (B)	
		O (A)	
(A) Displaying a graph comparing the growth achieved through	Displaying a graph comparing the growth achieved through the use of the innovation, as not the growth achieved using the status quo approach, within the given timeline.		
against the growth achieved using the status quo approach, wi	unit die green universe	O (B)	
(B) Telling a story, supported by data, to recount the difficulties system; and following up with the changes introduced by the in users' feedback	faced by end-users of the nnovation, including the end-	Clear Response	
Please select the correct answer option.			
estion #2			
seena would like to adapt the storytelling method to present her business case to her storners. She requested Runa to provide her with the guicelines. Which advice from Runa correct? (More than one correct answer):	 Focus on features and facts rather than charecters and timelines Structure thoughts to express the complete idea, which needs to be presented, a proper tone and pace while speaking. 		
	☐ Face the audience with positivity and manage time effectively.		
	☐ There is no need to follow any format for storytelling in business.		
	Clear Response		
restion #3	Choose the best option(s)		
You are part of the onsite client team. You have received a call from the offshore team Manager about the increase in the daily average of logged tickets. He would like to add 2 more resources to the offshore team. The offshore Manager calls you to discuss the same.	What do you think would be the possible risks if we did not increase manpower?		
	In your opinion, what benefits could we expect if we were to add two additional resort Don't you see this will increase the budget by a big margin?		
hat are some of the questions that may make him feel that his decision is being opposed		tie this problem? Would you like to elabo	
d hence result in him becoming defensive or offensive in his responses? (More than one crect answer)	result in him becoming defensive or offensive in his responses? (More than one them?		
☐ What makes you think this addition will b		approved?	
	Clear Response		
uestion #4	Choose the best option(s)		
make your Articulation journey truly Agile:	A. Understand your audience's need and orient the articulation based on this		
		nation logically, to help your users scan qu	
	access the info they need		
	C. Be concise and to-the-point		





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