

# Internal Assessment (Assignment)

Course Code: OBC104

Last Date of Submission: 12-Jan-2024

Course Title: Professional English Skills

Assignment Marks: 30

Assignment No.: 2

## Note:

1. The assignment has two parts: **A** and **B**.
2. Part A has ten MCQs carrying one mark each. Answer **ALL** ten MCQs.
3. Part B has eight descriptive questions carrying four marks each. Attempt **any FIVE** questions out of eight.

## Part-A

(10 x 1 = 10 Marks)

Q.No.	Question	CO
1	Which layout of business letters justifies all components to the left and is considered widely used in business organizations?	CO-3
Ans key	a. Block Format b. Modified Block Format c. Semi Block Format Hybrid Format	
2	In the context of offer letters, what defines the transition from a proposal to a binding contract between an employer and a prospective employee?	CO-3
Ans key	a. Acknowledgment of the offer b. The reporting date c. Acceptance of the offer Background check of the employee	
3	Which type of report is written to justify a course of action or recommend changes in the organization?	CO-3
Ans key	a. Feasibility Report b. Analytical Report c. Justification/Recommendation Report Informational Report	
4	If you are answering the phone in a business setting, which of these statements is an example of poor phone etiquette?	CO-6
Ans key	A) "He is not in the office at the moment. Would you like to leave a message?" B) "I don't know where he is." C) "I expect her shortly. Would you like to leave a message on her voice mail?" D) "She is unavailable at the moment. Would you like to leave a message?"	
5	The minimum number of participants required for a meeting is termed as:	CO-5
Ans key	A) Quotation B) Quorum C) Group D) Memorandum	
6	The term used to imply the fear of public speaking, or the stage is:	CO-4

Ans key	A) Claustrophobia B) Hypertension C) Stress D) Glossophobia	
7	What is etiquette?	CO-6
Ans key	A) The skill of concentrating on what one wants to learn B) A setoff rules for correct behavior in social/professional situations C) A skill to skip passage and still claim to have read the book D) The skill to pull out supporting ideas	
8	Which of these is the online site where organizations display job openings?	CO-5
Ans key	A) Instagram B) Job Boards C) Facebook D) Google	
9	What letters are sent in response to a customer's genuine claim?	CO-4
Ans key	A) Complaint Letter B) Adjustment Letter C) Feedback Letter D) Cover Letter	
10	Poor lighting causes what kind of distraction to the listener?	CO-4
Ans key	A) Written B) Psychological C) Visual D) Oral	

### Part-B

(5 x 4 = 20 Marks)

Attempt any five questions from Q1 to Q8.

Q.No.	Question	CO
1	Discuss the necessary parts of a business letter and its layout in detail.	CO-3
2	Examine the steps involved in writing a good business report. Also mention the features of a good business report.	CO-3
3	"A good communicator must be a good listener.". Explain and suggest guidelines for effective listening.	CO-4
4	What components must you keep in mind while writing a professional resume? Support your answer by giving illustrations.	CO-4
5	Briefly explain the different types of interviews. What are the do's & don'ts to be kept in mind for facing an interview?	CO-5
6	How is public speaking different from speaking in a closed-door meeting? Identify the techniques to effective public speaking.	CO-5
7	What do you mean by stage fright? What steps should be taken to overcome it?	CO-5
8	"Like individuals, companies too have business etiquette rules." Discuss and give examples of some of these	CO-6