

Total No. of Questions: 6

Total No. of Printed Pages:3

Enrollment No.....



Faculty of Engineering
End Sem (Even) Examination May-2022
EN3HS08

Business Communication & Value Science -IV

Programme: B.Tech.

Branch/Specialisation: CSBS

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d.

- Q.1
- | | | |
|------|---|---|
| i. | The Business Letters should not have this as conclusion- | 1 |
| | (a) Yours sincerely (b) Yours faithfully | |
| | (c) Yours truly (d) Yours lovingly | |
| ii. | What should be avoided while delivering a public speech? | 1 |
| | (a) Clarity (b) Confidence | |
| | (c) Rudeness (d) Pauses | |
| iii. | A good team member is also a good- | 1 |
| | (a) Facilitator (b) Supervisor | |
| | (c) External coach (d) Drive | |
| iv. | A good team leader should have_____. | 1 |
| | (a) Goals (b) Ambition | |
| | (c) Attitude (d) Task | |
| v. | What is emotional intelligence characterized by_____? | 1 |
| | (a) Increased self- awareness & motivation | |
| | (b) Sound inter-personal relations | |
| | (c) Improved social skills | |
| | (d) All of these | |
| vi. | What is needed to build a perfect image of a start-up business? | 1 |
| | (a) Planning (b) Organizing | |
| | (c) Implementation (d) All of these | |
| vii. | Which is NOT conflict resolution technique? | 1 |
| | (a) Avoidance (b) Pro-active reaction | |
| | (c) Problem-solving (d) Critical analysis | |

P.T.O.

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- viii. The business Idiom “Let’s call it a day” is- **1**
 (a) Echo time (b) Delay time
 (c) Reverberation time (d) Let’s finish for today
- ix. What is the main aim of time management? **1**
 (a) Avoid stress (b) Prioritize tasks
 (c) Set goals (d) All of these
- x. What does time management begin with_____? **1**
 (a) Set aims or goals (b) Look for certain tasks
 (c) Increase listening skills (d) Procrastination
- Q.2 i. Highlight any two vital characteristics of a formal letter. **2**
 ii. State any three vital features of the role of presentations skills to create a business start-up proposal. **3**
 iii. In what ways does the relationship between the speaker and audience sustain you, and in what ways not? **5**
- OR iv. What do you want your audience to remember of your presentation? **5**
- Q.3 i. What is meant by the attribute “Resilience” towards effective teamwork? **2**
 ii. State the 3P’s which is the key term in Corporate Social Responsibility (CSR). **3**
 iii. Identify and describe the five features of Corporate Social Responsibility (CSR). **5**
- OR iv. Elaborate on any five essential qualities of effective team member. **5**
- Q.4 Attempt any two:
 i. Describe the concept of image building in corporate and its importance. **5**
 ii. Elucidate the various components of emotional intelligence in details. **5**
 iii. Write short note on the following concept: **5**
 (a) Image management skills to increase self –awareness.
 (b) Social skills to develop effective emotional intelligence.
- Q.5 i. Write short note on these Business Idioms make one sentence each: **2**
 (a) She always goes the extra mile.
 (b) It’s a long shot.

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- ii. Describe the important characteristics of corporate etiquette by suitable examples. **8**
- OR iii. Elaborate on the importance of managing stress by some techniques. **8**
- Q.6 Attempt any two:
 i. How to better plan your schedule to find ample time for work? **5**
 ii. Identify and describe the skill of effective time management. **5**
 iii. Describe any incident where you could demonstrate the time management skills well. **5**

Marking Scheme
EN3HS08 Business Communication & Value Science -IV

Q.1	i.	The Business Letters should not have this as conclusion- (d) Yours lovingly	1
	ii.	What should be avoided while delivering a public speech? (c) Rudeness	1
	iii.	A good team member is also a good- (a) Facilitator	1
	iv.	A good team leader should have _____. (a) Goals	1
	v.	What is emotional intelligence characterized by ____? (d) All of these	1
	vi.	What is needed to build a perfect image of a start-up business? (d) All of these	1
	vii.	Which is NOT conflict resolution technique? (a) Avoidance	1
	viii.	The business Idiom “Let’s call it a day” is- (d) Let’s finish for today	1
	ix.	What is the main aim of time management? (d) All of these	1
	x.	What does time management begin with ____? (a) Set aims or goals	1
Q.2	i.	Any two vital characteristics (1 mark * 2) 2 marks	2
	ii.	Any three vital features (1 mark * 3) 3 marks	3
	iii.	Any five points on Do’s and Don’ts of Public speech (1 mark * 5) 5 marks	5
OR	iv.	Any five effective presentation features (1 mark * 5) 5 marks	5
Q.3	i.	Meaning of Resilience	2
	ii.	State the 3P’s (1 mark * 3) 3 marks	3
	iii.	Any five features (1 mark * 5) 5 marks	5
OR	iv.	Any five essential qualities (1 mark * 5) 5 marks	5
Q.4		Attempt any two:	

	i.	Image building in corporate and its importance. As per explanation	5
	ii.	Any five components of emotional intelligence (1 mark * 5) 5 marks	5
	iii.	(a) Image management skills 2.5 marks	5
		(b) Social skills to develop 2.5 marks	
Q.5	i.	Two business idioms (1 mark * 2) 2 marks	2
	ii.	Any eight important characteristics of corporate etiquette (1 mark * 8) 8 marks	8
OR	iii.	Any eight points on importance of managing stress (1 mark * 8) 8 marks	8
Q.6		Attempt any two:	
	i.	Plan your schedule to find ample time for work As per explanation	5
	ii.	Skill of effective time management As per explanation	5
	iii.	Demonstrate the time management skills As per explanation	5
