

Assignment - 1

Atharva Padwal

Business Communication

Q1. 4

1. C.

2. C

3. C

4. A

5. A

6. A

7. B

8. B

9. D

10. B

Q2A. For interview, preparation to be done by the candidate is as follows:-

- Physical :-

- Candidate needs to be properly groomed and formally dressed
- Posture needs to be maintained. The way a candidate carries themselves when standing, walking, sitting, etc.
- Good etiquette is necessary for interview eg:-
 - i) Do not offer to shake hands unless offered
 - ii) Do not sit until asked to. Take permission and sit.
 - iii) Take care while handling the chair.

- Mental preparation

- Revise the concerned subjects. Knowledge in the field of specialization must be up-to-date.
- Important current issues of the country and world should be known.
- Information about the company, its owners, products & services, turnover, share capital, etc.

- Psychological preparation

- Honesty and openness in answering questions is the best policy.
- Inability to discuss ^a topics makes a bad impression.
- Salary is a topic that must be discussed at the time of the interview.

- Self evaluation

- Knowledge of one's strengths and weaknesses is very useful in gaining confidence
- Parents and close friends can help in finding pointing out flaws and limitations and help in correcting them

Q2B. Business etiquettes are very essential. When you do not practice good etiquette intentionally or unintentionally you are bound to face a lot of obstacles on the path to success. But if a person is generally considerate and attentive, he or she will definitely be successful in any venture.

We should make sure to treat each person with respect and make a rule to be pleasant to everybody.

We should ~~make~~ apologize if ~~we~~ we step on toes, let people know we appreciate what they do to boost morale, and improve work quality.

We should keep records of people who matter to you and acknowledge if they receive a promotion. We should never make anyone wait and never be late to a meeting or for work.

Q2C i) Unconscious body language involves movements of ~~the~~ biological origin, ~~so~~ acquired habit and cultural customs.

Biological - Certain body shapes, skin colour and features cause persons to have some kinds of gestures, expressions and postures. Besides, we constantly try to adjust and adapt our body to our environment.

Habitual - Some movements are learnt as a habit in the process of adapting oneself to the environment.

Cultural - Customs like not sitting cross-legged before elders, not looking straight in the eye of elder or senior, are cultural culture specific.

ii) Conscious body language

→ Appearance - Grooming and personal hygiene are very important. Care of skin, nails, teeth, feet and hair are expected as standards.

→ Facial expressions - Face is the index of the mind. The thoughts of the mind and feelings of heart often find expression on the face.

→ Eye Contact - Eye contact is necessary between speaker & listener to ~~maintain~~ indicate both are interested in the conversation.

→ Smile

→ Posture

→ Gestures

→ Clothing and accessories

Q22 "For Participation in group discussion one should require the balance of speaking and listening skills." This is because

Skills for speaker

i) Command over subject matter - We should know how to state our points that require specific attention & consideration. We should explain, elaborate, compare, deliberate and review matter.

ii) Remarkable voice

iii) Pronunciation

iv) Poise

v) Effective body language

Skills for listener

i) Positive approach

ii) Focused attitude

iii) Systematic perception

iv) Detailed analysis

v) Body language

Q3.

ABCD Industries - Limited

Minutes of the 5th Board Meeting of the Board of Directors held at Head Office (Bandra West) at 4:00 p.m. on Wednesday 25th August, 2021.

Present Sri XYZ

Sri PQR

~~Absent~~ Sri MNL

Sri WQM

Absent Sri OAB

~~4.01~~

5.01 Confirmation of the minutes of the last meeting
The minutes of the meeting held on 5th May 2021, were approved by the Board and signed by Chairman.

5.02 Confirmation of Appointment of Deputy manager
It was resolved that Mr. ABC will be appointed as Deputy Manager.

5.03 Appointment of Bankers
It was resolved that Bankers will be appointed

5.04 Allotment of 600 equity shares to Mr.
It was resolved by the directors that 600 equity shares will be allotted to Mr. XX

5.05 Announcement of new branch

It was announced that a new branch will be opened at Andheri.

5.06 Date for next meeting

The secretary was directed to call the next meeting of the Board on 10th December, 2021.

Sri. XYZ
Chairman

Sri PQR
Secretary

27th August, 2021.

Q4.

1. The first problem is the cashier chasing the robber.

The heroic behaviour of the cashier was lucky and it could have ended badly for him. Considering the policy of the bank is that to comply with an attempt to robbery, it is reckless to be heroic.

The second problem is the policy being strict. ~~Ans.~~

~~Janardhan should not be discharged should not be~~

2. The bank manager is not wrong because the policy clearly stated the rule and if there was any loss of life, the bank manager and the bank would be liable for it.

2

3. Yes, I think the personnel officer is right because the cashier was able to retrieve the assets and was brave, loyal to the bank and dedicated. There was also ~~to~~ the additional good public image ~~re~~ of the cashier after the incident that could help the bank.

4. ~~A~~ I think the bank need to lower the strictness of this policy and ensure that the message is clear clear that ~~the~~ human life is above any financial loss. Mr. Janardhan should not be discharged from the bank but it should be made clear that his feat should not be repeated, however dire the situation.