

Assignment

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2) A) You should know the company history and do all your research on the company.

- The application received must be sorted and scrutinized.
- need to have ~~pg~~ physical knowledge of the interview, like to be properly groomed & formally dressed.
- You should be prepared mentally so if you revise concern subject, knowledge in the field must be up to the mark.

2) B) Business etiquette is made up of significantly more important things than knowing which fork to use at lunch with a client. When you consider etiquette it is a very important factor in determining the success or failure of business or a person, and it is the way the person presents himself to others being comfortable & making other people around comfortable.

2) C) i) Unconscious movements are of biological origin, acquired habits and cultural customs are as follow:-

- Biological: may be because of certain body shape, skin colour & features.
- Habitual: some movements & expression are learnt due to habit.
- Cultural: some cultures do have to respect & behave in proper manner & keep body language properly.

ii) Conscious movements, postures & voice modulation are deliberately used so this is basically controlling the body and enlarging the one awareness and gain a good deal of control on posture, movements & voice modulations.

2) D) Discussion is a creative approach for knowledge and it is process of thinking and opinion. When we talk about listening & speaking skills there is certain way to approach it, like for speaking you should have the ~~know~~ knowledge of the subject, voice should be audible and clear, pronunciation of words should be attractive to people when we talk about it.

4) i) The problem was associated with the policy and life of the employee and customers and when you study the case you come to know that Janardhan accepted to give the cash to the robber and then he followed them which is at risk of his life until which he got shot in his leg.

2) So when considering the bravery of Mr. Janardhan everyone will be loved because of his heroism but he risk his life to save all that money, and when considering the policy violation and

managers views, I think he should give him a warning and also educate the other employees that not to consider such an action.

- 3) Mr. Janarajham has reduced the intensity of any worst case scenario & because of him all of customer deposits were saved. As his quick reaction to the situation what he considered at that scenario was the perfect decision according to him.