

Business Communication

Unit 1 & 2

Assignment 1

Q 1

1. D

2. C

3. C

4. A

5. A

6. A

7. D

8. B

9. D

10. B

Q 2 A

The candidate must be physically, mentally and psychologically prepared for the interview.

Physical preparation:

The candidate has to be properly groomed and formally dressed. He should have a good posture and good etiquette.

Mental preparation:

Knowledge must be up-to-date

Regular reading of newspaper

Information about the company

Psychological preparation:

The candidate has to be honest and open-minded

The candidate must have the clarity of purpose and determination to want to know his prospects in the organisation.

Q 2B

Business etiquette refers to manners, behaviors that is accepted in a profession.

It is important because it creates a professional, mutual respectful atmosphere and improves communication.

Improving one's business etiquette can have a positive impact on one's career.

Q 2C

(i) Unconscious body language

Unconscious body language are of biological origin, acquired habit and cultural customs

Biologicals: Certain body shapes, ~~and~~ skin colour and features cause persons to have some kinds of gestures, expressions

Habitual: Some movements and expressions are learnt as a habit in the process of adapting oneself to the external environment

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

(ii) Conscious body language
Conscious movements, postures and voice modulation are deliberately used.

Q 2 D

For the speaker, the person need to have command over the subject-matter. He should have impressive voice, good pronunciation and poise. He should also have effective body language.

For the listener, the person has to have a focused attitude, systematic perception.

Q3. ~~Appointment of Mr ABC~~

Appointment of Deputy manager.
It was resolved that Mr. ABC to be appointed as Deputy manager of the company

Q4

1. Given that Mr Janardhan was driving at high speed, he could have endangered some people's life. Given that the policy stated that each cashier has to await action by the policeman and insurance agents but Mr Janardhan did not follow this policy.
2. The bank manager ~~th~~ think that Mr Janardhan should be discharged ~~but~~ as he is only following the procedure in case of failure to follow the policy by an employee. However by doing this, he might be wrong as this might damage the reputation of the bank.

3. Yes, by getting the money back, people would still trust the bank and continue to put money there.

4. I think for this particular case, Mr. Janardhan should not be discharged. However, the bank manager must have a meeting with all cashiers and tell them that this should not happen again and follow the police properly next time.