

Business communication

- Assignment 1

- unit 1 & 2

Name - Kareena Tated

Roll no. - 709

Q1

1. D
2. C
3. C
4. A
5. A
6. A
7. B
8. B
9. D
10. B

Q2

A. For an interviewer, the candidate must be physically, mentally and psychologically prepared.

① Physical preparation -

- clean and well cut nails, properly combed hair, well fitting clothes, neat footwear and a suitable handbag or brief case are normal requirements of formal appearance.

- Posture: The way a candidate carries him while standing, walking, sitting reveals a good deal about him. Self-confidence, nervousness or over confidence, are all reflected in the

posture and bearing of the candidate.

② Mental Preparation -

- It is advisable to new job seekers, that they revise concern subjects knowledge in the field of specialization must be up to date.
- Important current issues in the country and in the world will be asked at the time of the interview.
- Information about the company where you go for interview, its owners / boards of directors, market value, etc. are available in the annual report or its also available on the web.

③ Psychological preparation-

- Honesty and openness in answering questions is the best policy. It is better to admit inability to answer a question than to pretend and guess answer.
- Salary is a topic that must be discussed at the time of interview. Its important to talk about the compensation package without appearing to be bargaining or being dejected or defeated.

④ Self evaluation -

- Knowledge of one's strength and weaknesses is very useful in gaining self confidence.
- It takes time and should be done carefully and patiently by candidates.
- Parents and close friends can help in pointing out faults or limitation & in correcting them and also in finding out strong points and strengthening them.

B. Business Etiquettes

- ~~Etto~~ Etiquettes are about presenting yourself with the kind of polish that shows you can be taken seriously. When you do not practice good etiquette intentionally or unintentionally you are bound to face a lot of obstacles on the path to success. Life will definitely be easier if you follow the following tips on business etiquettes:
- ⇒ Make sure to treat each person you interact with respect no matter his or ~~her~~ her position in the corporation.
- ⇒ Before an event, use your address book or your "people database" to refresh your memory about the people you are likely to meet.
- ⇒ Let people know that you appreciate what they do which will boost morale and improve work quality.
- ⇒ Never make any one wait, be it an employee or employer. Never be rude or impatient.
- ⇒ The fork goes on the left. The spoon and knife go on the right. Food items go on the left, so your bread plate is on your left.

C.

- i. unconscious body language: unconscious movements are of biological origin, acquired habit and cultural customs are as follows:
 - 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 which we may or may not find comfortable.

- Habitual: Some movements and expressions are learnt as habit in the process of adapting oneself to the environment. They also arise from one's occupation which requires constant posture or movement of certain kinds.
- 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 modulations are deliberately used.

- Appearance: Two of the important factors that contribute to appearance are grooming and personal hygiene. Appearance makes the first impression, lack of neatness, carelessness in grooming, clumsy clothes make a negative impression.

- Facial Expressions: It is said that the face is the index of the mind. The thoughts of the mind and the feeling of the heart often find expression on the face.

- Eye contact: Eye movements is a key part of facial behaviour. While making an oral presentation, it is important to create rapport with audience with eye contact.

D. For an effective participation in a G.D, we require to improve our skills in speaking and listening both.

— Skills of SPEAKER:

1. Command over the subject matter
2. Remarkable or impressive voice
3. Pronunciation
4. Poise
5. Effective body language.

— Skills of LISTENER

1. Positive approach
2. Focused attitude
3. Systemic perception
4. Detailed analysis
5. Body language

Healthy discussions give us newer & newer ideas, we learn how to transmit our views, examining their validity appeal. By the group discussion process we learn the kind of role a team effort has in the modern world.

Q3

XVZ Industries limited

Minutes of the fourth meeting of the
Board of directors held at the Head
Office of the company

(13, Mahood, Alahabad) at

3:15pm on Wednesday 25th Aug 2021

Present: Sri VP Singh chairman

Sri SK Patil

Sri GM Patel

Sri S. Shah

Sri A. Shah

} Directors

Absent: Sri S. Malik

Sri DK Patil

4:01 Confirmation of the minutes of the last meeting

The minutes of the meeting held on April 10, 2021 were approved by the board and signed by the chairman

4:02 ~~Confirmation~~ Appointment of Mr ABC as Deputy manager

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It was resolved that Mr. ABC be appointed Deputy manager.

4.03 Appointment of Bankers
The Bankers were appointed.

4.04 Allotment of 600 Equity shares to Mr XX.
600 equity shares were allotted to Mr XX.

4.05 Announcement of new branch opening
It was announced that a new branch in sector 5 would soon open and be functioning.

4.06 Date for next Meeting
The secretary was directed to call the next meeting of the board on 10th December 2011.

VP Singh
Chairman

Salil Shah
Secretary

28th Aug 2010

Q4.

1. The problem according to me is the fact that the bank's long standing policy was too strict and didn't allow for heroic behaviour. However, the cashier was at fault too because it seems that he took the decision impulsively when he chased the robber. The bank faces a dilemma because discharging him or keeping him both has its demerits.

2. The bank manager thinks that Mr Janardhan should be discharged because he violated the policy. The manager thinks it's correct to go by the book and take action against anyone who violated the policy. The bank manager is somewhere correct because he has to answer his superiors and does not want to create a liability for the bank.
3. The personnel officer is correct when he says that his bravery, devotion to duty and loyalty to the bank did reduce the intensity of the wrong done. The cashier, though recklessly, did what was right and saved the customer's money. He put his life in danger to fulfil his duty and for that he should not be punished.
4. My recommendation in this situation is that the bank should ensure that the policy is reformed to be relevant and the employees including cashiers and tellers should be strictly informed that the policy is not to be violated and human life lies above any financial losses. Mr Janardhan should not be discharged and his case should be taken as an example of something that should not be repeated. Firing him would be bad for the bank's image and would label them as 'insensitive' in the eyes of public.