

- Q1] c
Q2] c
Q3] c
Q4] a
Q5] a
Q6] a
Q7] b
Q8] b
Q9] d
Q10] d

Q2A) The candidate must be physically, mentally & psychologically prepared for the interview.

(a) Physical preparation

1. Properly groomed & formally dressed. Well cut nails, combed hair etc are normal requirements of formal appearance.
2. Posture. Self-confidence, nervousness or over-confidence, are all reflected in the posture and bearing of the candidate.
3. Good etiquette is necessary.

(b) Mental preparation

1. Revise concern subjects. Knowledge must be up to date.
2. Important current issues in the country and in world can be asked.
3. Information about the company where you go for interview. The candidate must find out information as much as possible about the company.

(c) Psychological preparation

1. Honesty & openness. Dishonesty makes bad impression.
2. Inability to discuss a topic makes bad impression.
3. Salary is a topic that must be discussed at the time of interview.

④ Self-evaluation

1. Knowledge of one's strengths & weaknesses.
2. Parents & close friends can help in pointing out faults or limitations.
3. Coming to terms with oneself, ~~knowledge~~ knowing how to deal with one's faults, and how to make good use of one's talents & skills is excellent preparation for an interview. It adds great deal of self-confidence & poise of personality.

Q28] It is very important to practice good manners & etiquette in order to succeed in your business, be looked up by people & maintain good relationships with clients, customers & employees.

1. Make sure to treat each person with respect & be pleasant to everybody no matter what the situation is.
2. Let people know you appreciate what ^{they} you do.
3. Keep records of people who matter to you & acknowledge them.
4. Distributing minutes & summaries of meetings.
5. Always return calls.
6. Never make anyone wait.
7. Dress appropriately.

When you do not practice good etiquette intentionally or unintentionally, you are bound to face a lot of obstacles.

Q20] For an effective participation in a group discussion, we require to improve our skills in speaking & listening both.

- ① Command over subject matter : We should know how to explain, elaborate, compare, describe, illustrate, review matters.
 - ② Remarkable & impressive voice :
 - ③ Pronunciation
 - ④ Poise
 - ⑤ Effective body language : Our body language should not display antagonism, irritation, fatigue, panic, hurry or hesitation.
- ① Positive approach
 - ② Focused attitude
 - ③ Systematic perception
 - ④ Detailed analysis
 - ⑤ Body language.

Healthy discussions give us newer ideas. We learn how to transmit our views, examining their validity appeal. Sharing our views & opinions Discussion plays a very important role in our learning process.

Q2c]

(i) Unconscious movements are of biological origins.

(a) Biological: Certain body shapes, colour, features cause persons to have some kinds of gestures, expressions & postures.

(b) Habitual: Some movements & expressions are learnt as habit in process of adapting oneself to environment.

(c) Cultural:

(ii) Conscious movements, postures & voice modulations are deliberately used.

(a) Appearance

(b) Facial expressions

(c) Eye contact

(d) Smile

(e) Body position

(f) Gestures

(g) Clothing & Accessories

(h) Energy

(i) Time

(j) Space distance.

Q3]

23] BGMI Limited Company
Minutes of the second meeting of the board of Directors
Held at head office of the Company situated at
Churchgate, Mumbai at 5:00 pm on Monday, 25-August-2021

1. Appointment of Deputy Manager

It was decided that Mr. ABC will be appointed as Deputy Manager.

2. Appointment of Bankers.

Laxmi Financials Limited & will be the appointed bankers for the BGMI company

3. Allotment of Equity shares.

Decided that 600 equity shares of face value Rs 5 be allotted to Mr XX.

4. Announcement of new branch opening.

Secretary reported a 3000 square feet office at Vasai. Plot was examined and was thought of to be a good spot for a new branch to be rented.

25-August-2021.

Q9) (1) The problem is whether the bank should consider moral and other issues or deal with it according to the rules. If the bank ignores the broken rules, in future more people would not adhere to them but also totally ignoring the behavioural aspects might bring unwanted attention & pressure from media.

2)

2) The manager failed to balance opinions & did not consider the situation of Mr. Janardhan was in. The manager tried to take decision based on only the rulebook which is not a fair decision.

3) The answer can be very subjective, people who live by rules may find that he was wrong but open minded people might find it right. I think personnel officer was right. He acted in good faith of protecting employees & deposits.

4) My recommendation would be for the manager to consider both the rules & emotions and find a solution to it somewhere in the middle. Let off Mr. Janardhan on a warning and a thank you note.