Roll No. ……..... **Total Pages: _ _**

Paper ID: GBE001 **Course Code:** CBEP 1

Examination (January - 2024)

Certificate Programme in Business Etiquette and Professionalism

Business Etiquette

Time Allowed: 2 Hours **Max.Marks: 70**

Instructions for the Students

1. The question paper shall consist of 70 Multiple Choice questions.
2. All questions are compulsory. Each question carries 1 mark.
3. There will be no negative marking.
4. .

Q1. What is the primary purpose of communication etiquette? a) To showcase dominance b) To establish a positive environment c) To encourage conflict d) To assert individual opinions	Q2. Why is professional image important in business communication? a) It boosts ego b) Enhances credibility and professionalism c) Promotes gossip d) Discourages collaboration
Q3. What does active listening involve in social interactions? a) Interrupting frequently b) Checking your phone constantly c) Paying full attention to the speaker d) Pretending to listen	Q4. In a business meeting, what is a key aspect of meeting etiquette? a) Arriving on time b) Dominating discussions c) Arriving late d) Ignoring the agenda
Q5. What should be avoided when engaging in small talk at a social gathering? a) Discussing current events b) Sharing personal anecdotes c) Asking open-ended questions d) Controversial topics	Q6. Why is expressing gratitude important after a social gathering? a) To criticize the event b) To show disrespect c) To thank hosts and appreciate the invitation d) To complain about the food
Q7. What does appropriate dress code in a business setting contribute to? a) Creativity b) Professional image c) Casual atmosphere d) Individuality	Q8. What is a key element of networking skills in a professional context? a) Following up with contacts b) Ignoring business cards c) Avoiding introductions d) Excluding others from conversations

Q9. Why is it important to be inclusive in social gatherings? a) To create exclusive cliques b) To make others feel left out c) To promote a positive and friendly environment d) To discourage conversations	Q10. What role does body language play in communication etiquette? a) It is irrelevant b) It conveys messages and affects approachability c) It should be exaggerated d) It should be ignored
Q11. Why is personal appearance important in the workplace? a) To showcase individuality b) To promote a casual atmosphere c) To enhance professionalism d) To discourage collaboration	Q12. What is the significance of gestures in workplace communication? a) They convey messages and emotions b) They distract coworkers c) They promote isolation d) They are irrelevant
Q13. How should one maintain appropriate postures during a business meeting? a) Slouching to appear relaxed b) Sitting upright and engaged c) Leaning back with crossed arms d) Ignoring body language	Q14. What role do facial expressions play in personal interactions at work? a) They are unimportant b) They convey emotions and reactions c) They should be avoided d) They discourage communication
Q15. Why is maintaining eye contact essential in workplace communication? a) To appear disinterested b) To showcase indifference c) To convey attentiveness and confidence d) To avoid understanding the speaker	Q16. What does appropriate space distancing promote in the workplace? a) Isolation b) Team collaboration c) Disrespect d) Lack of communication
Q17. How can personal appearance impact professional relationships? a) It has no effect on relationships b) It fosters positive impressions and trust c) It promotes conflict d) It encourages informality	Q18. What is the recommended approach to gestures during a business presentation? a) Avoid all gestures b) Use excessive gestures to emphasize points c) Use appropriate gestures to enhance communication d) Ignore gestures completely
Q19. Inappropriate postures, such as slouching, may convey a lack of: a) Confidence b) Disinterest c) Arrogance d) both A and B	Q20. Why should one be mindful of space distancing in a shared workspace? a) To promote isolation b) To encourage collaboration and respect personal boundaries c) To create conflict d) To discourage communication
Q21. How is teamwork defined? a) Independent work b) Individual competition c) Collaboration toward a common goal d) Isolation from colleagues	Q22. What is a key importance of teamwork in the workplace? a) Encourages individualism b) Hinders productivity c) Fosters innovation and productivity d) Promotes competition among team members

Q23. Which of the following is NOT a stage of team development in Tuckman's model? a) Forming b) Norming c) Storming d) Performing	Q24. What is a characteristic of an effective team? a) Lack of communication b) Low trust among team members c) Clear goals and objectives d) Individual goals superseding team goals
Q25. What is a key characteristic of an effective team member? a) Avoiding collaboration b) Lack of adaptability c) Strong communication skills d) Resistance to feedback	Q26. What role does a team leader play in fostering team effectiveness? a) Discouraging communication b) Providing clear direction and support c) Avoiding decision-making d) Minimizing team collaboration
Q27. Which characteristic is important for a team leader's effectiveness? a) Strong leadership and communication skills b) Lack of empathy c) Micromanaging every task d) Avoiding accountability	Q28. At which stage of team development do conflicts often arise as team members establish their roles? a) Storming b) Performing c) Norming d) Forming
Q29. Why is effective communication crucial in teamwork? a) It hinders productivity b) It promotes misunderstandings c)) It encourages isolation d It fosters collaboration and understanding	Q30. What does the term "synergy" refer to in the context of teamwork? a) Lack of collaboration b) The combined effort of a team producing a greater result than individual efforts c) Individual goals taking precedence over team goals d) Absence of teamwork
Q31. What is the primary focus of "Networking Magic: Connecting with Confidence"? a) Avoiding social interactions b) Meeting and greeting as many people as possible c) Keeping conversations brief d) Isolating oneself from networking events	Q32. Why is having prepared and practiced conversation starters important? a) To discourage communication b) To appear unapproachable c) To initiate and sustain conversations d) To keep conversations one-sided
Q33. What skill is essential for keeping a conversation going during networking events? a) Ignoring the other person b) Listening actively and responding thoughtfully c) Avoiding eye contact d) Interrupting frequently	Q34. When is it appropriate to use exit strategies during a networking conversation? a) At the beginning of the conversation b) When the conversation is engaging c) When it is time to move on d) Never
Q35. What does "juggling a plate, a glass, and a conversation" refer to in networking? a) Balancing multiple tasks while networking b) Ignoring others	Q36. Why is confidence important in networking? a) It discourages social interaction b) It prevents conversation c) It promotes isolation

c) Avoiding conversation d) Holding only a plate and a glass	d) It fosters positive impressions and connections
Q37. What is the purpose of having exit strategies when networking? a) To signal the end of a conversation gracefully b) To stay in a conversation indefinitely c) To avoid networking events d) To discourage networking connections	Q38. What does actively listening and responding thoughtfully involve in networking? a) Ignoring the other person's words b) Interrupting frequently c) Paying full attention and engaging in the conversation d) Keeping the conversation one-sided
Q39. When is it appropriate to move on from a networking conversation? a) When it feels uncomfortable or has served its purpose b) When the conversation is engaging c) Never d) At the end of the event	Q40. Why is it important to balance a plate, a glass, and a conversation during networking events? a) To avoid conversations b) To appear unapproachable c) To discourage connections d) To multitask effectively and maintain social interactions
Q41. What is the significance of "Netiquette" in email communication? a) It encourages lengthy emails b) It discourages professional communication c) It encourages spamming d) It promotes respectful and appropriate online behavior	Q42. Why is email considered a way of professional communication? a) It facilitates quick and formal communication in a professional context b) It allows for informal language c) It enables sharing personal anecdotes d) It is suitable only for casual conversations
Q43. Which of the following is a component of basic email etiquette? a) Using excessive abbreviations b) Ignoring spelling and grammar c) Proper grammar, spelling, and punctuation d) Sending emails without a subject line	Q44. What does the body of an email encompass in terms of email etiquette? a) It contains the main content and purpose of the email b) It is irrelevant in professional communication c) It should include personal opinions d) It should always be left blank
Q45. Why is respecting privacy important in email communication? a) It fosters trust and professionalism b) It encourages sharing sensitive information in emails c) It allows for unauthorized access to emails d) It promotes the use of unsecured email platforms	Q46. What is the purpose of "Dining for Profit: From Utensils to Salads"? a) Promoting unhealthy eating habits b) Teaching basic dining etiquette for personal and professional success c) Encouraging overindulgence d) Discouraging dining experiences
Q47. Which of the following is a basic essential of dining table etiquette? a) Talking loudly b) Ignoring table manners c) Proper use of utensils d) Eating with hands	Q48. What does napkin etiquette involve in dining etiquette? a) Placing the napkin on the table when leaving temporarily b) Leaving the napkin on the chair c) Using the napkin as a bib d) Disregarding the napkin entirely

Q49. Why is understanding seating arrangements important in dining etiquette? a) It fosters a sense of hierarchy and order b) It encourages chaos during meals c) It discourages conversation d) It promotes randomness in seating	Q50. What is the purpose of laying the table in dining etiquette? a) To create clutter b) To promote informality c) To enhance the dining experience and set the tone d) To discourage guests from sitting down
Q51. How should one manage their napkin during a meal in dining etiquette? a) Keep it crumpled on the plate b) Leave it untouched c) Use it to wipe hands and mouth as needed d) Tuck it into the collar	Q52. What does determining which bread and butter plate is yours involve in dining etiquette? a) Ignoring bread and butter plates b) Selecting any plate at random c) Identifying the plate on your left as yours d) Following the host's lead
Q53. In dining etiquette, what is the significance of using both Continental and American styles of eating? a) To accommodate different cultural preferences b) To promote isolation c) To confuse guests d) To discourage international dining experiences	Q54. How can one order wine like a pro in dining etiquette? a) Select any wine on the menu b) Ask the server to choose c) Choose wine based on personal preferences and the meal d) Avoid ordering wine altogether
Q55. What is expected in terms of thank-you notes after a meal in dining etiquette? a) Ignoring gratitude b) Sending proper thank-you notes to express appreciation c) Only thanking the host verbally d) Waiting for the host to initiate thanks	Q56. What is emphasized in placing callers on hold and transferring calls with courtesy? a) Ensuring courteous handling of calls during hold and transfer b) Transferring calls without any notice c) Keeping callers on hold for extended periods d) Disconnecting calls abruptly
Q57. Why is correctly identifying yourself important when answering the phone? a) To confuse callers b) To promote anonymity c) To foster a professional and clear communication process d) To avoid answering calls altogether	Q58. What does effective management of voicemail greetings and messages involve? a) Ignoring voicemail entirely b) Having a generic voicemail greeting c) Leaving voicemails without clear information d) Promptly returning calls and maintaining professional voicemail greetings
Q59. Why is it important to quickly return phone calls? a) To foster effective communication and responsiveness b) To appear busy c) To avoid communication d) To discourage phone calls	Q60. How should smart phones be handled during meetings and other gatherings? a) Ignoring calls and messages b) Using phones discreetly and minimally to avoid distractions c) Checking the phone constantly d) Engaging in phone conversations during meetings
Q61. What is the recommended approach to placing callers on hold for an extended period?	Q62. In correctly identifying yourself when answering the phone, what information should be included?

a) Providing frequent updates b) Leaving callers on hold without communication c) Disconnecting the call d) Avoiding placing callers on hold	a) Your favourite colour b) Your full name and the company you represent c) Only your first name d) A made-up name
Q63. How should voicemail greetings be customized for professionalism? a) With irrelevant jokes b) With a generic greeting for all callers c) Without any greeting at all d) With clear and concise information, including your name and a callback number	Q64. What does managing voicemail messages involve in terms of responsiveness? a) Ignoring messages b) Delaying responses c) Deleting voicemails without listening d) Promptly returning calls and addressing messages
Q65. What is the proper etiquette for handling smart phones during a meeting or gathering? a) Checking phones constantly b) Engaging in loud phone conversations c) Using phones discreetly and only when necessary d) Ignoring phone calls and messages	Q66. Why is awareness of cultural differences crucial in business etiquette? a) To promote cultural sensitivity and understanding b) To ignore diversity c) To encourage ethnocentrism d) To discourage international collaboration
Q67. How do cultural differences impact communication in a multicultural business environment? a) They have no effect on communication b) They may lead to misunderstandings and misinterpretations c) They facilitate seamless communication d) They discourage communication altogether	Q68. What is a key consideration when navigating cultural differences in business etiquette? a) Ignoring cultural norms b) Imposing one's own cultural values c) Being adaptable and respectful of diverse customs d) Avoiding international collaborations
Q69. How can cultural differences affect negotiation styles in a business context? a) They may influence communication and decision-making approaches b) They have no impact on negotiation styles c) They encourage a one-size-fits-all approach d) They promote uniform negotiation strategies	Q70. Why is it important to adapt business etiquette to different cultural contexts? a) To impose one's own cultural norms b) To create a homogeneous business environment c) To foster positive relationships and effective collaboration d) To discourage cross-cultural understanding