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1(Sem-3/FYUGP) VAC BESS

2025

**VALUE ADDED COURSE**

Paper : VAC0300202N

***(Business Etiquette and Soft Skill)***

*Full Marks : 30*

Time : 1½ hours

***The figures in the margin indicate full marks for the questions.***

1. Answer the following questions with *True* or *False* : 1×5=5
  - (a) Etiquette is unpretentious.
  - (b) You don't have to stand while greeting someone older or of higher respect.
  - (c) 'I am enough' is to have self-esteem affirmation.
  - (d) Interrupting someone who is speaking is a good social skill.
  - (e) A sense of humour is a positive behavioural trait.

2. Answer **any five** of the following questions :

2×5=10

(a) Change the following into better expressions :

(i) Mind your own business.

(ii) Good job.

(b) Choose *two* correct options from the following :

(i) Participate in office gossip

(ii) Don't use the conference room for personal matter

(iii) Do not share the credit in office

(iv) Initiate the handshake if you are the higher ranked officer

(c) Arrange the following into 'Hard Skills' and 'Soft Skills':

Organization, Data Analysis, Foreign Language, Machine Learning, Flexibility, Communication, Decision, Making, Artificial Intelligence.

(d) Use idioms in the following :

(i) Can you \_\_\_\_\_ while I am out of office? I don't want to miss anything important.

(ii) She just left the company \_\_\_\_\_, no warning, no signs, nothing.

(e) Complete the telephone conversation :

Rakesh and Associates Law Firm. Can I help you? Can I \_\_\_\_\_?

Hello, \_\_\_\_\_ I speak to Mr. Rakesh, please?

I am sorry, Mr. Rakesh is out \_\_\_\_\_ office. Do you know when he \_\_\_\_\_ be back?

(f) Match the following :

(I) Collaboration      (i) Change your approach when circumstances change

- (II) Grit (ii) Work well with others, sharing information, ideas and credit.
- (III) Integrity (iii) be transparent and tell the truth
- (IV) Adaptability (iv) keep going resiliently
- (g) Taking responsibility for your actions is a positive approach. Give your short comment.
- (h) Ego compares itself to others while confidence focuses on personal growth. Write your opinion on this.
- (i) Correct the errors in the following sentences :
- (i) Stress is the most common reason of absence from work.
- (ii) I don't use a watch.
- (j) Write the *four* steps in creating Elevator Pitch.

3. Answer **any three** of the following :  
5×3=15

- (a) Write a resume in the following order :
- Career Objective
  - Academic Qualification
  - Key Skills
  - Personal Information

(b) You had ordered a batch of 'Drumming Monkey' from 'Acmetoys' in Noida. But the whole batch of 550 toys hits its own head with the sticks instead of the set of drums attached in front of each monkey. Write a *formal e-mail* asking for replacement after proper quality check.

(c) Finish the conversation during an Interview :

Interviewer : Good Morning! Please have a seat. Can you introduce yourself.

Candidate : \_\_\_\_\_

Interviewer: That's good. Why are you interested in this position?

Candidate: \_\_\_\_\_

Interviewer: That's nice to hear. What would you say is your biggest strength?

Candidate: \_\_\_\_\_

Interviewer: That is honest. Do you have any questions for us?

Candidate: \_\_\_\_\_

Interviewer: We offer several training programmes.

Candidate: Thank you so much.

(d) Write on Integrity, Accountability, Fairness and Respect as the key principles of Business Ethics.

(e) What are the standard etiquette guidelines we have to observe in an 'Online Meeting'?

(f) Write a Report to your Office Supervisor on the abysmal condition of your office drinking water source and suggest remedial measures.

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