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Q. Set 3 - Synoptical Answer

Q.P Code 00058105

M.U.P./J.Exam.2069-40,000x8pp.-2-14.

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**Questions should be —**  
**WRITTEN IN LEGIBLE HANDWRITING IN BLACK INK.**  
**SIGNS, SKETCHES OR FIGURES IF ANY BE DRAWN IN NEAT BLACK INK,**  
**so as to avoid mistakes in the printed question papers.**

Duration 2 1/2 Hours.

Total Marks assigned to the paper .....

G. No.	Marks
I.	
<b>N.B.:</b> Fill in the Blanks:	
1.	Warning
2.	Morale
3.	Persuasion
4.	Downward
5.	Formal
6.	Language
7.	Perception
8.	You
9.	CSR
10.	Etiquette
I 6.	True
2.	True
3.	False
4.	True

2

Q. No.	Answer
II a	Any two medium of Telephone, email -
b	vertical, Horizontal, Diagonal
c	Through ethical communication Express views clearly Listen to opinion & a point of view that we do not agree with Express disagreement in a respectful and direct way.
d	Full Block, Modified Block, Normal, Hanging Indented - -
III a	Append 2 cu to be written.
b	Investigative report to be written.
IV a	Letter of resignation
b	Solo letter
c	Letter of concern - call for action
d	Letter of recommendation

Q. No. V b)

Etiquette means conventionally accepted rules for formal relations & personal behaviour in polite society. Basic etiquette is an important part of presenting a positive image to one's boss, colleagues - - -

Includes self - presentation, arriving on time, greetings, shaking hands, exchanging business cards, writing 'Thank you' and other notes, gifts, etc. -

c) Ref No is a suitably coded, numeric/alphanumeric number, to specify the business letter generated -

Enables saving the letter with due filing, Also maintains soft copy in the database, et. Also enables retrieval of the letter whenever necessary with respect to any future issue, course of action, required proof of content, etc. -

d) Barrier arising out of different language. Can be solved through use of translator/interpreter.

miscommunication happens in an environment.