

Enrollment No: \_\_\_\_\_

Exam Seat No: \_\_\_\_\_

# C. U. SHAH UNIVERSITY

## Winter Examination-2021

**Subject Name: Professional Etiquettes-I**

**Subject Code: 4SC05PET1**

**Branch: B.Sc. (All, Microbiology)**

**Semester: 5**

**Date: 14/12/2021**

**Time: 11:00 To 02:00**

**Marks: 70**

Instructions:

- (1) Use of Programmable calculator & any other electronic instrument is prohibited.
- (2) Instructions written on main answer book are strictly to be obeyed.
- (3) Draw neat diagrams and figures (if necessary) at right places.
- (4) Assume suitable data if needed.

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### Q.1 Attempt all questions

(14)

1. The main character is a salesman who, after thirty-four years with the company, has been taken off salary and is experiencing some personal and financial difficulties. What is his name?

- a. His name is Willy Loman
- b. His name is Charley Wills.
- c. His name is Ben

2. Who are Biff and Happy?

- a. They are two new young salesmen who are trying to get Willy's territory.
- b. They are Willy's sons. Neither are very settled or responsible.
- c. They are Willy's older brothers.

3. Identify the technical term used to describe body language from the following:

- a. Kinesics
- b. Chronemics
- c. Para linguist

4. Where did Biff get the football?

- a. Biff had stolen it from school.
- b. Biff had received it as a gift from his mother.
- c. He borrowed it from Happy

5. What does Willy tell Linda about his business?

- a. Business isn't so good.
- b. People he does business with don't seem to like him.
- c. A & B



6.It is also used for receiving and sending *Wordless Messages*....

- a.Verbal communication
- b. Non verbal communication
- c.written communication

7. Why does Linda knock the flowers to the floor?

- a. She is furious because the boys left Willy at the restaurant.
- b. It was an accident. She didn't look where she was going.
- c. She is allergic to them.

8.What does Biff want from Bill Oliver?

- a. He wants money to buy a ranch.
- b. He wants a recommendation to a film director Bill knows in Hollywood.
- c. He wants his old job back.

9.References are mentioned in a resume. The statement is-

- A.True
- B.False

10. What does Happy want Biff to tell Willy?

- a. He wants Biff to paint a glossy picture of the meeting with Oliver instead of telling the truth.
- b. He wants Biff to tell Willy he will stay home and get a job.
- c. He wants Biff to make Willy realize his (Willy's) days as a salesman are over

11. Resume is \_\_\_ word

- a.French
- b.Italian
- c.American

12.The messages usually non-verbal, sent by the audience to speaker are—

- a. Feedback
- b. cues
- c. phone calls

13.Letter written for searching or seeking job is called—

- a. Job Application



b. Resume

c. CV

14. Resignation letter, Acceptance letter, Cover letter etc... are -

a. Formal /Official letters

b. Informal /Personal letters

c. Official /Personal memos

**Attempt any four questions from Q.2 to Q.8**

Q.2. There is a vacancy for the post of Jr. Researcher, at the National Institute of Biological studies, New Delhi, (India). Prepare a detailed resume with a cover letter for the said post. (14)

Q.3 What are the differences between a resume and a CV? Discuss its types. (14)

Q.4.A) Define Interview, why is it important? (07)

B) You have cracked an interview recently; suggest some tips for a successful interview. (07)

Q.5.A) How do you see at Willy's character? Prove your point with relevant arguments (07)

B) What is a Meeting and explain the key features of it? (07)

Q.6. What is Group Discussion? What are its types? Explain in detail the characteristics of a successful GD. (14)

Q.7.A) Define non-verbal Communication. Explain its types in short. (07)

B) What technical aids can be used for a presentation? Discuss. (07)

Q.8. Discuss the themes used in the play 'Death of a Salesman'. (14)

