

**Note: Attempt all questions.**

**Instructions: On your Answer sheet, write your name, roll no and class. After completing your exam, scan your answer sheets, make pdf and submit it to the Google classroom assigned to you. Time for submitting in the Google classroom is uptill 1.15 pm.**

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Questions

1. What are the barriers of effective communication? (5)
  2. Mention the various types of interviews? How can you make an interview successful? (5)
  3. Explain Group Discussion and its importance. (5)
  4. Write the correct answer (5)
    - a. **Power breakfasts are not ideal for:**
      - i. urgent business
      - ii. to review an event happening that day
      - iii. to establish business contacts
      - iv. to meet with a person who doesn't take lunch.
    - b. **Etiquettes**
      - i. Gives professionals the tools to impress clients and colleagues.
      - ii. It puts you down in front of others and diminishes your image..
      - iii. Helps to establish rapport with others more easily.
      - iv. Reduces your confidence.
    - c. **I am at a table in a restaurant for a business dinner. Midway through the meal, I have called to the telephone. What should I do with my napkin?**
      - i. Take it with me
      - ii. b. Fold and place it to the left of my plate
      - iii. Loosely fold it and place it on the right side
      - iv. Leave it on my chairffsff
    - d. **Listening (mark the incorrect choice)**
      - i. Requires concentration and energy
      - ii. Involves a psychological connection with the speaker
      - iii. Requires that we suspend judgment and evaluation
      - iv. Physical process, natural, passive
    - e. **What is STAR?**
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