

KAMARAJ COLLEGE (Autonomous)

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(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)

(3 Pages)

Reg. No.....

Question Code: 26E02612

Course 24USBA22/25USBA22/

Code: 24USSL22/25USSL22/

25USAM22

UG Degree - End Semester Examinations, April 2026

Second Semester

B.B.A/B.B.A Shipping and Logistics /B.B.A Aviation Management

Business Etiquette and Corporate Grooming

(For those who joined in July 2024 and June 2025 onwards)

Time : 3Hours

Maximum : 75 Marks

PART - A (10 × 1 = 10 Marks)

Answer ALL Questions

Choose the correct answer:

- CO:1 1. Clear and respectful language in all forms of communication is
K:2 known as _____
- (a) Information sharing (b) Professional communication
(c) Informal Communication (d) Unprofessional communication
- CO:2 2. Open and relaxed body language fosters positive interactions
K:2 and conveys _____
- (a) Message (b) Respect
(c) Anxiety (d) Carelessness
- CO:1 3. Being on time for meetings, appointments and deadlines
K:1 demonstrates _____
- (a) Punctuality (b) Eagerness
(c) Sincerity (d) Common sense
- CO:2 4. In cases where conflicts are complex or contentious, involving a
K:2 neutral third party is a strategy called as _____
- (a) Professionalism (b) Inclusivity
(c) Mediation (d) Assistance by HR
- CO:1 5. When answering a phone call, the first thing has to do is _____
K:1
- (a) Inquire the caller (b) Greet the caller
(c) Keep silence (d) Hang off the call

- CO:2 6. Clicking on suspicious links or downloading files from unknown
K:1 sources may lead to _____
- (a) New website (b) Free applications
(c) Free rewards (d) Cyber security threat
- CO:2 7. Differences among employees in terms of race, ethnicity,
K:2 gender, age, sexual orientation are called as _____
- (a) Inclusion (b) Diversity
(c) Team formation (d) Homogeneity
- CO:2 8. Forbidden, sensitive or deeply personal topics and words that
K:2 are generally deemed inappropriate is known as _____
- (a) Banned (b) Taboo
(c) Verbal Communication (d) Nonverbal communication
- CO:2 9. Dressing in line with the company's dress code helps promote a
K:2 sense of unity and _____ among team members
- (a) Trust (b) Dress code
(c) Cohesion (d) Culture
- CO:2 10. _____ attire typically includes suits, ties, dress shirts.
K:2
- (a) Formal business (b) Casual
(c) Office (d) Relaxed

PART - B (5 X 5 = 25 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 250 words.

- CO:3 11. (a) Analyze the key aspects of business etiquettes.

K:4 **(OR)**

- (b) Inspect the role of good manners at workplace.

- CO:3 12. (a) Identify the elements of workplace courtesy.

K:4 **(OR)**

- (b) Develop the protocols to be adhered in arranging office meetings.

- CO:3 13. (a) Examine the strategies to handle rude clients.

K:4 **(OR)**

- (b) Analyze the etiquettes to be adhered in an online chat with a client.

CO:3 14. (a) Organize the impact of diversity at workplace.

K:3 **(OR)**

(b) Identify the importance of cultural diversity.

CO:5 15. (a) Examine different types of business attires.

K:6 **(OR)**

(b) Analyze the guidelines on women's business attire at workplace

PART - C (5 X 8 = 40 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 500 words.

CO:5 16. (a) Asses the ABCs of meeting and greeting scenario.

K:6 **(OR)**

(b) Discuss the professional conduct and personal spacing at workplace.

CO:4 17. (a) Explain the professional qualities expected by the employers.

K:5 **(OR)**

(b) Formulate the ways and means for preventing Sexual harassment at workplace.

CO:5 18. (a) Compile the basic disability etiquette practices.

K:6 **(OR)**

(b) Compose the elements of Email etiquette.

CO:5 19. (a) Discuss the elements of a cultural sensitization programme.

K:6 **(OR)**

(b) Compose the best practices for intercultural communication.

CO:5 20. (a) Explain the functions of business attire.

K:6 **(OR)**

(b) Appraise the scope of business attire.