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SARDAR PATEL UNIVERSITY**Course: B.C.A., Sixth Semester Examination 2026 (NEP)****Subject Code: US06AEBCA06****Paper Title: Business Communication and Etiquettes****Date: 06/04/2026****Day: Monday****Time: 10:00 to 11:30 am****Note: Figures to the right indicate marks.****Total Marks: 25****Q-1 Multiple Choice Questions.****(05)****1. What should you do during meetings?**

- a) Keep phone on loud
- b) Arrive late
- c) Listen attentively
- d) Interrupt frequently

2. Order letters are written to _____.

- a) Request information
- b) Place an order for goods/ services
- c) Invite someone
- d) Register complaint

3. Which is NOT a form of non-verbal communication?

- a) Written messages
- b) Body language
- c) Facial expression
- d) Tone of voice

4. The main purpose of an adjustment letter is to _____.

- a) Request payment
- b) Reject orders
- c) Resolve a complaint or offer a remedy
- d) Place new order

5. Which one is a common telephone barrier?

- a) Proper greeting
- b) Clear voice
- c) Background noise
- d) Good listening

Q-2. What are the common challenges faced during telephone communication? Explain methods to overcome these challenges with real life example.**(10)****OR****Q-2. Describe the various types of workplace etiquettes with examples.****(10)****Q-3. Write a sales letter promoting newly launched smartphone/laptops/LED lights to potential customers/companies.****(10)****OR****Q-3. Write an order letter to a medical supplier ordering first-aid kits and health supplies for a school.****(10)**

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