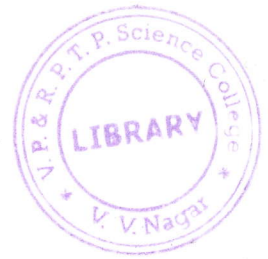


V P & RPTP SCIENCE COLLEGE, V V NAGAR
BCA INTERNAL EXAMINATION
BUSINESS COMMUNICATION & ETIQUETTES
(US06AEBCA06)
10TH MARCH 2026
Time 10.45 AM TO 11.45 AM
Marks 20



- Q 1 Choose the most appropriate alternatives for each of the statements given below 6
- i A major cause of multicultural challenges at the workplace is _____.
a) Identical beliefs and values b) Differences in language, values, and work ethics
c) Same communication styles d) Same views on hierarchy
- ii Confidentiality mainly protects _____.
a) Office decorations b) Sensitive company information and employee data
c) Personal social media accounts d) Public advertisements
- iii Which of the following is **NOT** a workplace etiquette?
a) Communication etiquette b) Dressing etiquette
c) Teamwork etiquette d) Entertainment etiquette
- iv **Which letter is usually written after receiving a satisfactory quotation?**
a) Complaint Letter b) Order Letter
c) Adjustment Letter d) Sales Letter
- v **The tone of a sales letter should be _____.**
a) Aggressive and demanding b) Persuasive and convincing
c) Emotional and dramatic d) Casual and informal
- vi **Which sequence is logically correct in business communication?**
a) Complaint → Sales → Order b) Inquiry → Order → Execution
c) Execution → Inquiry → Complaint d) Adjustment → Sales → Inquiry
- Q 2 What are the common challenges faced during telephone communication? 7
OR
- Q2 Describe the various types of workplace etiquettes with examples.
- Q3 Draft an order letter to a stationery supplier ordering office stationery items like files, pens, notebooks, and markers. Mention the advance payment made. 7
OR
- Q3 You are the Sales Manager of Camel Stationers, Shed No 117 GIDC complex, Vapi. Write an Order Execution letter to Vidyarthi Stationers, Nana Bazaar, Vallabh Vidyanagar.

Roll No.....

V P & RPTP SCIENCE COLLEGE, V V NAGAR
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10TH MARCH 2026 , Tuesday
Marks 05



QUIZ (05)

Say whether the following statements are true or false.

03

- 1 Workplace etiquette mainly refers to Dress codes for parties.
- 2 Maintaining confidentiality means Using personal devices freely
- 3 Tone of voice is an important quality in Telephonic conversation

4 **Choose the most appropriate alternatives.**

02

Which detail is MOST essential in an **order letter**?

1. Weather conditions
 2. Travel itinerary
 3. Personal background
 4. Details of items required
- 5 A complaint letter must clearly state:
1. Only the problem
 2. Only the solution
 3. Both the problem and desired action
 4. None of the above