



United College
Kumaripati, Lalitpur
FIRST TERM EXAM – 2080

Level: BBS (IInd Year : NEW)

F.M.: 100

Time: 3 hrs.

P.M.: 40

Course Title: OB and HRM (SET A) Date: 2080/11/04

Candidates are required to give the answer in their own words as far as practicable. The figures in the margin indicate full marks.

Group A

Brief Question Answer (Attempt All Questions) (2*10=20)

1. What are attribution errors?
2. Personality is an organized whole, without which an individual would have no meaning. Comment.
3. Define the term unconditional stimulus.
4. Define distinctiveness in attribution theory.
5. Draw the step of perception process?
6. Write signification of positive belief.
7. Explain the main concept of classical conditioning theory of learning.
8. Write the components of heredity factors affecting personality.
9. Mention four factors determining job satisfaction.
10. What is Job Description Index?

Group B

Short Answer Questions (Attempt any Five questions) (5*10=50)

11. Define personality and discuss how the Big Five personality factors relate to workplace behavior and performance
12. OB is a branch of social science for understanding and controlling behavior work organizations”.

13. Outline the perceptual process and discuss the effects of categorical thinking and mental models in that process.
14. Describe the effect of job satisfaction on absenteeism and production.
15. OB is the knowledge from various Disciplines. What are the major behavioral science disciplines that contribute to OB?
16. Distinguish between positive and negative reinforcement? When and where are they important? Give examples.

Group C

Comprehensive Questions (Attempt any TWO Questions) (2*15=30)

17. Success or failure of organization largely depends upon effectiveness of employees, but managers need to understand the behavior of people. In this background, explain the need of OB in organization.
18. State and explain the major personality traits and characteristics as explained in Myers- Briggs type indicator.
19. Discuss the nature of classical conditioning and operant conditioning. How do they differ from each other? What are the similarities? Discuss.

ALL THE BEST



United College
Kumaripati, Lalitpur
FIRST TERM EXAM – 2080

Level: BBS (IInd Year : NEW) F.M.: 100
Time: 3 hrs. P.M.: 40
Course Title: OB and HRM (SET B) Date: 2080/11/04

Candidates are required to give the answer in their own words as far as practicable. The figures in the margin indicate full marks.

Group ‘A’

Brief Question Answer (Attempt All Questions) (2*10=20)

1. Give the meaning of mental process and cognitive dissonance?
2. Define the term unconditional stimulus.
3. Differentiate between sensing and judging types of personality.
4. Define consensus in attribution theory.
5. Define the term Emotions and what are the different types of emotions.
6. Mention any four principles of learning.
7. Mention the components of environments factors affecting personality
8. What are the use of employee surveys?
9. Write four importance of job satisfaction.
10. What is Minnesota Satisfaction Questionnaire approach?

Group B

Short Answer Questions (Attempt any Five questions) (5*10=50)

11. Explain why organizational behavior knowledge is important for you and for organizations.

12. What do you mean by behavior modification? Discuss ABCs of behavior modification.
13. Show the relationship between perception and individual decision making.
14. What are the major personality attributes influencing organization behavior?
15. Explain the term ‘Job Satisfaction’. Explain the different methods of measuring job satisfaction in organization.
16. Describe the organizational behavior system with a diagram.

Group C

Comprehensive Questions (Attempt any TWO Questions) (2*15=30)

17. Sketch the figure of individual behavior as an input-output system. Critically examine variables contained in it.
18. Explain the factors that may influence perception of a manager in the changing environment?
19. Define personality and discuss how the Big Five personality factors relate to workplace behavior and performance.

ALL THE BEST

BBS SECOND YEAR
SECOND TERMINAL EXAMINATIONS 2080
BUSINESS COMMUNICATION (MGT 205)

Time: 3 hours

SET A

F.M. 100 P.M. 40

Attempt all the questions:

GROUP A

1. Write a summary of the poem "Farewell". 5
2. What is the nature of conflict in the story "The Use of Force"? 5
3. Make a list of directions on how to be a proper woman? Which one surprises you the most? Why? 5
4. Write an essay on the relationship between nature and the organic world around us? (The Etiquette of Freedom? 10

OR

Define Religion and Science. Is there any relationship between religion and science? What is the conflict between religion and science? Discuss.

5. Explain the phrase 'Angel in the House'. To what extent might young women feel today that the Angel in the House problem still handicaps them in the professional world? Discuss. 10

OR

Which of the two women is stronger? What insight into female psychology do you find in this play? Discuss.

6. Summarize the story "The Kiss". What type of a woman is Nathalie? Do you think she will remain faithful to Brantain in the future? Discuss her character. 15

OR

What do you think are a young girl's experiences of growing up in Nepal? what kinds of admonitions are in order in Nepal? what are your parents' expectations about you? Discuss. (Girl)

GROUP B

7. Define the following business communication terminologies: 5
a. back matter b. progress reports c. solicited proposal d. boiler plate e. ethical dilemma
8. Choose the best alternative: 5
i.are key words that identify the topic of each blog post.
a. Modifiers b. Tags c. Guidelines d. Contents
ii.is the ability to differentiate between right and wrong.
a. Ethics b. Truthfulness c. Confidentiality d. Constraints
iii.is the ability to perform duties effectively.
a. Accountability b. Integrity c. Professionalism d. Competence
iv.is the community defined system of values, manners, customs, etc. shared by a group of people.
a. Diversity b. Harmony c. Culture d. Integration

v. End the press release with theof three hashes.

- a. notation b. section c. paragraph d. boilerplate

9. Discuss the *Leadership communication skills* needed at a work place. 6

10. Write *an email* to a friend advising him/her about the process of writing a formal report. 8

11. Think of a business, product or service that you want to launch in the near future. Write a short *business plan* to present to a group of prospective investors. 8

GROUP C

12. Study the following case and answer the questions given below: 9 x 2 = 18

You head the corporate marketing department for a nationwide chain of clothing stores. The company has decided to launch a new store within-a-store concept, in which a small section of each store will showcase 'business casual' clothing. To ensure a successful launch of this strategy, you want to get inputs from the best retailing minds in the company. You also know it's important to get regional insights from around the country, because a merchandising strategy that works in one area might not succeed in another.

Questions:

- a. Write a letter (to be forwarded all store managers) asking them each to nominate one person to serve on an advisory team. Explain that you want to find people with at least five years of retailing experience, a good understanding of local business climate, and thorough knowledge of the local retail competition. In addition, the best candidates will be good team players, who are comfortable at collaborating at long distance, using virtual meeting technologies.
- b. Write your knowledge and understanding regarding your insights, plans, proposals, strategies, etc. about the new store and how they can merchandise their products successfully.

BEST OF LUCK

BBS SECOND YEAR
SECOND TERMINAL EXAMINATIONS 2080
BUSINESS COMMUNICATION (MGT 205)

Time: 3 hours

SET B

F.M. 100 P.M. 40

Attempt all the questions:

GROUP A

1. Write a summary of the poem "Root Cellar". 5
2. What is the relationship between the speaker and the addressee? What typical Antiguan behaviors and dishes are mentioned in the passage? 5
3. What is the 'Angel of the House' metaphor? What does it mean by killing the angel of the house? 5
4. Retell the story of "Popular Mechanics" in your own words. What does the title mean? Is the title justified? 10

OR

How do you distinguish between 'domestic' and 'wild'? 'Our bodies are wild.' How does the writer establish this idea? Do you really believe you are an animal? Discuss.

5. What are warts? What causes warts? Discuss the role of the power of suggestion in curing warts. 10

OR

Discuss "Here I Love You" as a love poem.

6. What is the history of the relationships that have led to the scene between the two women? Elaborate the triangular situation in the play "The Stronger." Which of the women is stronger? Why? Discuss. 15

OR

Describe the conflict in the story "The Use of Force". Is it justified for the doctor to use violence on the patient? Is it good to resort to violence for a just cause? Why or why not? Discuss.

GROUP B

7. Define the following business communication terminologies: 5
a. unsolicited proposal b. headline c. tags in a blog d. policy memo e. ethical lapse
8. Choose the best alternative: 5
 - i.is the tendency to judge other groups as per the standard of behavior and customs of our own culture.
a. Interculturalism b. Ethnocentrism c. Ethno-relativism d. Intercultural sensitivity
 - ii. Ashould let the audience know what the message is about.
a. subject line b. standard heading c. header d. process information
 - iii. Thein a business letter is the final way of showing respect to the reader.
a. complimentary close b. signature c. salutation d. postscript
 - iv. Anmemo is written to elicit information.
a. update b. inquiry c. authority d. electronic

v. To be credible, a formal notice must bear authority with aand an official seal.

- a. formal language b. standard heading c. formal content d. valid signature

9. Discuss the *Interpersonal communication skills* needed at a work place. 6

10. Write an *enquiry memo* to your college administrator. Ask relevant questions regarding policies, procedures and other matters that will affect your college life. 8

11. Write a *Press Release* intended for the local news outlets on some important events about to take place in your company. 8

GROUP C

12. Study the following case and answer the questions given below: 9 x 2 = 18

Good leadership has three pillars that support it which are commitment, character, and competencies. Therefore, if any of these three values is not present then there is bound to be problems for the stakeholders, the manager, and the entire organization. In any organization, corporate social responsibility and sustainability have proven too challenging. This follows as managers are faced with the challenge of the tradeoff between the long and short-term decisions. This tradeoff often poses decisions between the survival of the business and its annual compensation, between long-term environmental factors and quarterly profits, and between short-term and long-term goals.

Business schools must learn a better way to teach students about these tradeoffs and ways of handling them not ignore them. Resilience is key to financial sustainability. Therefore, business is capable of surviving natural disasters or financial crises. Moreover, the manager's relationship with the employees, the environment, and the community results in resilience. Therefore, it is important that businesses not work against the institutions that enable their long-term success. However, the antithesis of sustainability is what the Volkswagen Company showed in 2015 through diesel dupe. It does not make any sense for the managers of Volkswagen to create this shortcut and be comfortable thinking it would lead to long-term success. The deception played on the consumers and the regulators compromised the long-term needs and success of the company despite achieving the short-term needs.

Questions:

- a. What are the three pillars that support good leadership? Do you agree with it? Why or why not? What must business schools teach their students? Why? Discuss.
- b. Write a letter to your friend who is working in a well-known business school explaining the importance of good leadership and the qualities that the students must develop in handling business activities.

BEST OF LUCK

Level: BBS (IInd Year; Old)

F.M.: 100

Time: 3:00 hrs.

P.M. 40

Course Title: Cost and Management Accounting (MGT. 212)

Candidates are required to give the answer in their own words as far as practicable. The figures in the margin indicate full marks.

Group 'A'

Brief Answer Questions:

10X2=20

Attempt all the questions:

1. Explain any two functions of cost accounting.
2. Enumerate any two objectives of management accounting.
3. Write about semi-variable cost with suitable examples.
4. State any two motives of holding inventory.
5. Write the meaning of perpetual inventory system.
6. Following information are given to you:

- | | |
|---------------------------|-------------|
| • Working days in a year | 250 days |
| • AR | 25000 units |
| • Ordering cost per order | Rs. 40 |
| • Carrying cost per unit | Re 0.50 |

Required: EOQ, total cost at EOQ and Length of inventory cycle.

7. Following information are provided:

- | | | |
|--------------------|------|------|
| • Units | 1000 | 4000 |
| • Total Cost (Rs.) | 2000 | 5000 |

Required: Segregate total cost into fixed and variable cost using high-low method.

8. Following information are provided:
 - Consumption per day 5000 to 10000 units
 - Re-order period 1 to 3 days
 - Maximum stock level 35000 units

Required: Re-order Quantity

9. A manufacturing company provided to you the following information:

- | | |
|-------------------------|-----------|
| • Standard time allowed | 160 hours |
| • Actual time taken | 140 hours |
| • Wage rate per hour | Rs. 30 |

Required: Total earning under Halsey & Rowan Premium Plan.

10. The following information are provided to you:

- Annual demand for the components 4500 units
- Set- up and order processing cost Rs 100
- Cost of manufacturing one unit Rs 50
- Rate of interest per annum 20%

Required: Economic Batch Quantity (EBQ) and minimum average yearly cost

Group 'B'

Short Answer Questions:

5X10=50

Attempt any five Questions:

11. A manufacturing company has three production departments X, Y and Z and one service department S. The following information are available regarding various expenses:

Rent	Rs. 15,000	Canteen expenses	Rs. 2000
Power	Rs. 15,000	Indirect wages	Rs. 6000
Depreciation	Rs. 12,500	Electricity expenses	Rs. 4000

Other details are given below:

Other items / Departments	X	Y	Z	S
Direct material cost (Rs.)	40000	40000	30000	10000
Direct wages (Rs.)	20000	20000	15000	5000
Floor Area (Sq.mts.)	5000	4000	4000	2000
Light Points	10	8	8	6
Cost of Assets (Rs.)	100000	60000	60000	30000
Horse Power Ratio	5	4	4	2
Number of Workers	60	60	50	30

Service rendered by service department to production departments X, Y and Z in the ratio of 2:2:1.

Required: Statement showing the overhead distribution and total cost of each production department.

10

12. The estimated annual fixed cost for the capacity output of 20000 units are as follows:

- Factory overhead Rs. 120000
 - Office overhead Rs. 60000
 - Selling and distribution overhead Rs. 30000
- The estimated variable cost per unit are as under:
- Prime cost Rs. 10
 - Factory overhead Rs. 3
 - Office and selling overhead Rs. 4
- Other information are given below:

- Selling price per unit Rs. 30
- Opening stock 5000 units
- Production units 25000
- Sales units 28000

Required:

- Income statement under absorption costing.**
- Reconciliation statement to ascertain the income under variable costing. 7+3=10**

13.

- The following information are provided for a vehicle:

Cost of vehicle	Rs 300000	Road license for the year	Rs 10000
Insurance premium	Rs 2000 p.a.	Garage Rent	Rs 1500 p.m.
Drivers salary	Rs 4000 p.m.	Cost of petrol per litre	Rs 150
Kilometers per liter	8	Tyre and maintenance cost per k.m.	Rs 5
Estimated life	300000 km	Estimated annual running km	12000

Required:

- Operating cost statement showing standing and running charges.**
- Cost per kilometer 4+1=5**

- A manufacturing company produced three joint products for which it incurred Rs. 2,50,000 as joint cost. Further information are given as under:

Particulars	Products		
	A	B	C
Production/ Sales units	2000	3000	5000
Selling price percent (Rs.)	50	25	100
Separate cost (Rs.)	20000	15000	140000
Estimated profit on sales	10%	20%	25%

Required: Apportion the joint cost by using net realizable value method. 5

14. The information are given to you:

- Sales Revenue Rs. 120000
- Less: Variable cost Rs. 60000
- Contribution margin Rs. 60000
- Less: Fixed cost Rs. 30000
- Net income before tax Rs. 30000

Required:

- i) P/V Ratio
- ii) BEP (Rs.)
- iii) Margin of safety
- iv) BEP (Rs.) if fixed cost decreased by Rs. 10000
- v) Required sales for after tax profit of Rs. 40000 if tax rate is 25%. **5X2=10**

15.

a) What are the objectives of job order costing? **5**

b) Following machine related information are provided to you:

- Cost of machine Rs 8000
- Cost of installation Rs. 2000
- Scrap value after 10 years (2000 hours p.a.) Rs 2000
- Rent and rates for a quarter for the shop Rs. 300
- General lighting Rs 20 p.m.
- Supervision salary Rs. 600 per quarter
- Insurance premium Rs 60 p.m.
- Power consumption (15 units per hour) Re 0.08 per unit
- Repairs and maintenance Rs. 100 p.m.

The machine occupies $\frac{1}{4}$ of the total area of the shop. The supervisor is expected to devote $\frac{1}{6}$ of his time for supervising the machine.

Required: Machine Hour Rate **5**

16. "Management accounting is concerned with accounting information that is useful to management." Discuss. **10**

Group C

Long Answer Questions: **2X15=30**

Attempt all Questions:

17. The following details are extracted from the records of a factory:

Particulars	Process A (Rs.)	Process B (Rs.)	Finished Stock (Rs.)
Opening stock	20000	30000	40000
Direct material	80000	60000	-----
Direct wages	60000	40000	-----
Factory overhead	40000	20000	-----
Closing stock on prime cost	50000	60000	-----
Inter – Process profit on Opening stock	-----	5000	10000

The output of process A is transferred to process B at a profit of 25% on cost price and that of process B to finished stock at a profit of 25% on transfer price. The factory sold 80% of the finished goods for Rs 400000.

Required:

- i) **Process A and B Accounts**
- ii) **Finished Stock Account**
- iii) **Actual realized profit**
- iv) **Stock valuation for balance sheet purpose.**

$$4+4+3+2+2=15$$

18. A Company provided the following particulars for the period ended:

Details	Cost Drivers	Products			Overhead (Rs)
		A	B	C	
Production units	-----	5000	4000	3000	-----
Material Purchase Cost	Order Executed	7	8	3	36000
Set – Up Cost	Production Runs	10	9	6	50000
Maintenance Cost	Machine hours	7000	4000	2000	26000
Material Handling Cost	Quantity of material	4000	3000	2000	18000
Direct material cost per unit (Rs.)	-----	4	5	6	-----
Direct labour cost per unit (Rs.)	-----	6	5	4	-----

Required: Total cost and cost per unit under:

- a) **Traditional costing system based on machine hours.**
- b) **Activity Based Costing (ABC)**
- c) **Comparative statement of unit cost under two methods.**

$$4+4+5+2=15$$

19. a) Explain the methods of charging profit on incomplete contract.

7

b) Define standard costing. What are the advantages of standard costing?

$$2+6=8$$

ALL THE BEST

BBS SECOND YEAR
PRE-UNIVERSITY EXAMINATIONS DEC 2023
BUSINESS COMMUNICATION (MGT 205)
SET A

Time: 3 hours

F.M. 100 P.M. 40

Attempt all the questions:

GROUP A

1. Rewrite the following paragraph to complete a summary of the story “Popular Mechanics” by Raymond Carver.

5

It's raininggetting dark. Inside, a manin the bedroom, hurriedly packing his suitcase. A womanhe's leaving. Shecrying. She takes afrom the bed and leaves the room. He wants the picture back. He finishes, puts on his coat, and turns out He goes to the living room. The woman stands inthe kitchen, holding the baby. He wantsthe baby. She refuses. The baby starts He moves toward her. She retreats into the kitchen, standing in a He grabs the baby. They argue over him. Thescreaming. They knock down a He pushes her, trying tothe baby. He grips the baby under an arm and the woman's fingers apart. She feels her grip loosening. As the baby slips away, she screams andthe baby's other arm. She has one wrist and leans back. The manvery hard. Thegets decided.

2. How does Matthew Arnold show conflict between religion and science in the poem “Dover Beach”? 5
3. To what extent might young woman today feel that the Angel in the House problem still handicaps them in the professional world? (Professions for Women)

5

4. The fowler's motto is ‘Servo’ (“I serve”). The motto expresses the main principle by which he lives. Make up a motto that fits your life. Name the motto and explain why you have chosen it and how you are going to live it, in a couple of paragraphs. (“The Hundredth Dove”)

10

OR

Description of the clock tower and the characterization of the ‘senior vet’ seem to merge into the fabric of the poem. How successful is the poet in providing a realistic image? (“The Clock Tower”)

5. In “The Rights of Animals” Brigid Brophy argues that the human beings have the responsibility to behave decently towards the animals. Do you agree? Do you think that our relationship to animals is one of “unremitting exploitation”? Are we under obligation to respect their rights and spare them from pain and terror? Discuss.

10

OR

In “Shooting an Elephant” the writer narrates his experiences when he was working as a police officer in Moulmein, Burma during the British regime. Narrate his experiences focusing on the main conflict.

6. In the poem “The Lunatic”, the poet wears the persona of a lunatic as if it were a mask. How does he bring out the different aspects of confidence, abnormality, imagination, sensitivity, rebellion, aggression, anger and awful majesty in the poem? Do you think this poem is only a ‘political protest’ poem? Discuss.

OR

15

The essay “Light My Lucky” discusses about ‘Lucky Strike’ cigarette and points out how clever the ad is, and how important it is for consumers to learn how to make a critical scrutiny or ads or any text made for promotional purposes. Discuss.

GROUP B

7. Define the following business communication terminologies: 5
a. etiquette b. non-verbal communication c. low-context culture d. blog or weblog e. headline
8. Rewrite the following choosing the best alternative: 5
i. Boiler plate is theof the press release.
 a. end b. final paragraph c. headline d. opening paragraph
ii. The way you present and conduct yourself in the workplace determines your
 a. career b. personal ethics c. integrity d. professional image
iii. Theinitiates the communication process.
 a. receiver b. sender c. audience d. context
iv.communication refers to the process of conveying messages using graphic symbols.
 a. Oral b. Verbal c. Written d. Non-verbal
v.helps you to search and locate jobs.
 a. Networking b. Resume c. Proposal d. Competency
9. Think of a business, product or service that you want to launch in the near future. Write a short business plan or proposal to present to a group of prospective investors.
6
10. In response to one of the job postings, write a *Job Application letter*, along with the *resume*. 8
11. Write an email to your college administrator, asking for information regarding policies, procedures, rules and regulations or any other matters that affect your college life.
8

GROUP C

12. Study the following case and answer the questions given below: 9 x 2 = 18
You head the corporate marketing department for a nationwide chain of clothing stores. The company has decided to launch a new store within-a-store concept, in which a small section of each store will showcase ‘business casual’ clothing. To ensure a successful launch of this strategy, you want to get inputs from the best retailing minds in the company. You also know it’s important to get regional insights from around the country, because a merchandising strategy that works in one area might not succeed in another.
- a. *Write a letter* (to be forwarded all store managers) asking them each to nominate one person to serve on an advisory team (managers can nominate themselves if they are local market experts). Explain that you want to find people with at least five years of retailing experience, a good understanding of local business climate, and thorough knowledge of the local retail competition. In addition, the best candidates will be good team players, who are comfortable at collaborating at long distance, using virtual meeting technologies.
- b. *Write a memo* to all the members of the Marketing Department regarding your insights, plans, proposals, strategies, etc. about the new store and how they can merchandise their products successfully.

BEST OF LUCK

PRE-UNIVERSITY EXAMINATIONS DEC 2023
BUSINESS COMMUNICATION (MGT 205)
SET B

Time: 3 hours

F.M. 100 P.M. 40

Attempt all the questions:

GROUP A

1. Rewrite the following paragraph to complete a summary of the story “Root Cellar” by Theodore Roethke. 5
In the damp chill of a root—an underground or partly room or pit for root crops—the roots, bulbs, stems, shoots, and tubers never sleep. Instead, they are ever, struggling to a new of life. So it is that bulbs break out of their in search of or holes that admit life-supporting light or offer an route to the outside. Shoots (hang loosely) and (hang downward) over the sides of crates or hang down like The smell of these denizens (inhabitants) of the—along with the and buildup of mold against shelves and—is rank (having offensive odour). But they refuse to Even the dirt shows of life.
2. What characteristics of Type A personality does Phil possess? (The Company Man) 5
3. In what specific ways are human beings animals? (The Etiquette of Freedom) 5
4. Using the materials provided in the essay, establish exactly what has been the conflict between science and religion. Do you think there have been adequate grounds for the conflict, or has it simply been a product of misunderstanding? Is the conflict inevitable? Do you believe it will continue in your life time, or do you think there is an end in sight? (“Religion and Science”) 10

OR

What wrongs of ‘old Nepal’ does the poet want the ‘new Nepal’ to amend? The poem reads like a prayer. Do you agree? Give reasons.

5. Discuss the theme of loss of innocence in the story. Is the story a depiction of the ravages of time on youth and happiness? Why or why not? Discuss. (“Her First Ball”) 10

OR

“The Old Man at the Bridge” tells of war’s devastating effects and the misery of the civilians without a single sound of gunshot or any other mention of violence. Animals have better chance of survival than human beings in wars. Elucidate.

6. “The Use of Force” centers around the conflict that arises during the doctor’s visit to a sick child and presents a crucial problem – whether use of force for benevolent purposes is justifiable or not. Justify. Is it good to resort to violence for just cause? Discuss with examples. 15

OR

The story “The Hundredth Dove” is a folktale. Find out the elements of folktale used in this story. Then, write a folktale that you have heard explaining its moral.

GROUP B

7. Define the following business communication terminologies: 5
a. end notation b. ethical dilemma c. functional resume d. channel e. decoding
8. Rewrite the following choosing the best alternative: 5
i. Language is asystem.

- a. symbolic b. utterance c. communication d. coherence
- ii. Themode is a one-way form of communication without any direct interaction between the communicators.
- a. interpersonal b. presentational c. interpretive d. conversational
- iii. People incultures heavily rely on verbal communication.
- a. high-context b. low-context c. multi-diverse d. intercultural
- iv. Email.....fast and convenient communication.
- a. initiates b. reduces c. processes d. facilitates
- v.refers to the way we modulate our voice, intonation and stress.
- a. Proxemics b. Chronemics c. Paralanguage d. Haptics
9. Think of a business, product or service that you want to launch in the near future. *Write a Press Release* intended for local news outlets about it. 6

10. In response to one of the job postings, write a *Job Application letter*, along with the *resume*. 8

11. Pick a topic of public importance such as global warming, women in business or any topic you are really interested in. *Prepare a presentation or public speech*. Write out the Introduction, Body and Close of the presentation.

8

GROUP C

12. Study the following case and answer the questions given below:

9 x 2

= 18

Barry is a 27-year old who is a foodservice manager at a casual dining restaurant. Barry is responsible for supervising and managing all employees in the back of the house. Employees working in the back of the house range in age from 16 years old to 55 years old. In addition, the employees come from diverse cultural and ethnic backgrounds. For many, English is not their primary language.

Barry is ServSafe® certified and tries his best to keep up with food safety issues in the kitchen but he admits it's not easy. Employees receive "on the job training" about food safety basics (for example, appropriate hygiene and handwashing, time/temperature, and cleaning and sanitizing). But with high turnover of employees, training is often rushed and some new employees are put right into the job without training if it is a busy day. Eventually, most employees get some kind of food safety training. The owners of the restaurant are supportive of Barry in his food safety efforts because they know if a food safety outbreak were ever linked to their restaurant; it would likely put them out of business. Still, the owners note there are additional costs for training and making sure food is handled safely.

One day Barry comes to work and is rather upset even before he steps into the restaurant. Things haven't been going well at home and he was lucky to rummage through some of the dirty laundry and find a relatively clean outfit to wear for work. He admits he needs a haircut and a good hand scrubbing, especially after working on his car last evening. When he walks into the kitchen he notices several trays of uncooked meat sitting out in the kitchen area. It appears these have been sitting at room temperature for quite some time. Barry is frustrated and doesn't know what to do. He feels like he is beating his head against a brick wall when it comes to getting employees to practice food safety.

a. What are the communication challenges and barriers Barry faces? What solutions might Barry consider in addressing each of these challenges and barriers?

b. *Write a letter* to Barry advising him how he must work and communicate in a workplace environment collaborating with people from diverse cultural, political, social and language backgrounds.

BEST OF LUCK