**Business Communication**

**September 2022 Examination**

**Q1. You are the team leader at TCS. You have been given the job of enhancing the presentation skills of your team members. Suggest them ways in which they can appear more confident. Also, suggest steps for giving effective online presentations.(10 Marks)**

**Ans 1.**

**Introduction**

**As a** team leader at TCS and directing my team to enhance their presentation skills, I would like to enlist a few points here:-

**Deconstructing What Great Speakers Practice** -- The internet gives us the opportunities to learn from countless videos of the greatest speakers. One should deconstruct their speech by highlighting their tactics, approach, and styles of execution. We should identify each of the demonstrated speaking skills, study them, and thereafter model it from the video. You need to repeat, speak, and track until it's mastered.

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**Q2. A software company buys a lot of 10 laptops from ACER. But they find that the model does not solve their programming needs. You receive a letter from the company to refund the payment for a lot of 10 Laptops they had bought 8 days ago. As the Sales in charge of ACER, you decide to refuse the refund. What points will you keep in mind when drafting the refusal letter? Which type of buffer can you use to convey the news.**

**(10 Marks)**

**Ans 2.**

**Introduction**

As Sales incharge of ACER, my return policy should never be excessively technical in text. I need to cover every detail not only in an informative way but also in a direct way is important. Instead, I should avoid a complicated return policy by inserting specialized language and poor formatting at all lengths. It’s also best to avoid confusion and ambiguities when discussing my company’s return policy’s limitations. This is especially critical in respect of the restrictions on item(s) for return.

**Tips for Writing a Good Return, (rather a no return) Policy**

**Q3. You are completing your MBA in March 2022. While scanning through LinkedIn, you find a job opportunity:**

**Job Description:**

**This is a remote position.**

**Responsibilities: Managing the Credit Appraisal teams and coordinating regarding day to day activities and task work.**

**Experience: 1–2 years of relevant experience**

**Location: Navi Mumbai, India (Remote for the foreseeable future)**

**Requirement- Good interpersonal and analytical skills.**

**MBAs in Finance and Accounting are preferred.**

1. **What are the 3 types of a resume? Explain each type briefly. (5 Marks)**

**Ans 3a.**

**Introduction**

The first big decision in making any great resume is determining the format or the structure. There are three main or common types of resumes, which are as below-

* Functional
* Chronological
* Combination

The most common type is **Functional Resumes** -- These documents have nothing to do with the

**Q 3b. Draft a suitable application letter responding to the job description shared above.**

**(5 Marks)**

**Ans 3b.**

**Introduction**

To draft a suitable application where both Functional Resume and Chronological Resume are combined in a unified way is a **Combination Resume.** The format of a combination resume template is also known as a chrono-functional resume, a hybrid resume or a work experience choice, or a break of the usual skills. They can do both: present your work history and creatively highlight