

**ASSESSMENT # 19****Total Marks: 30**

**Answer the following questions:**

1. What is the role of Breath control, Tone, and Articulation in creating your voice? (10)
2. What are different phases of Negotiation? Explain the different types of negotiation. (10)
3. Briefly discuss ten Ingredients for effective communications (10)
4. What are the key parts of a script? What is meant by “Polishing the Script”? (10)
5. What is meant by pre-call planning? Why is it necessary to follow up your prospected customers? (10)