

ASSESSMENT # 19**Total Marks: 30****Answer the following questions:****Q: 1:** Short Questions (15)

- I. Why is confidence necessary for making a good first impression?
- II. Outline the different techniques for developing trusting relationships at the workplace.
- III. Describe the seven factors in dressing appropriately for every business occasion.
- IV. List some techniques for boosting confidence during first impressions at the workplace.
- V. What is a professional handshake?

Q: 2: Outline some tips for remembering names at the workplace. (7)**Q: 3:** Describe the various factors that determine the message communicated by handshakes. (8)