

ASSESSMENT # 13

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)