

## ASSESSMENT

Total Marks: 30

Answer the following questions:

**Q: 1:** Short Questions. (15)

- I. What is the difference between European and American eating styles?
- II. What is the importance of professional telephone etiquette?
- III. Describe the rules for proper call waiting.

**Q: 2:** Discuss some dining etiquettes tips for business meal. (7)

**Q: 3:** Outline some tips for dealing with the E-mails appropriately. (8)