

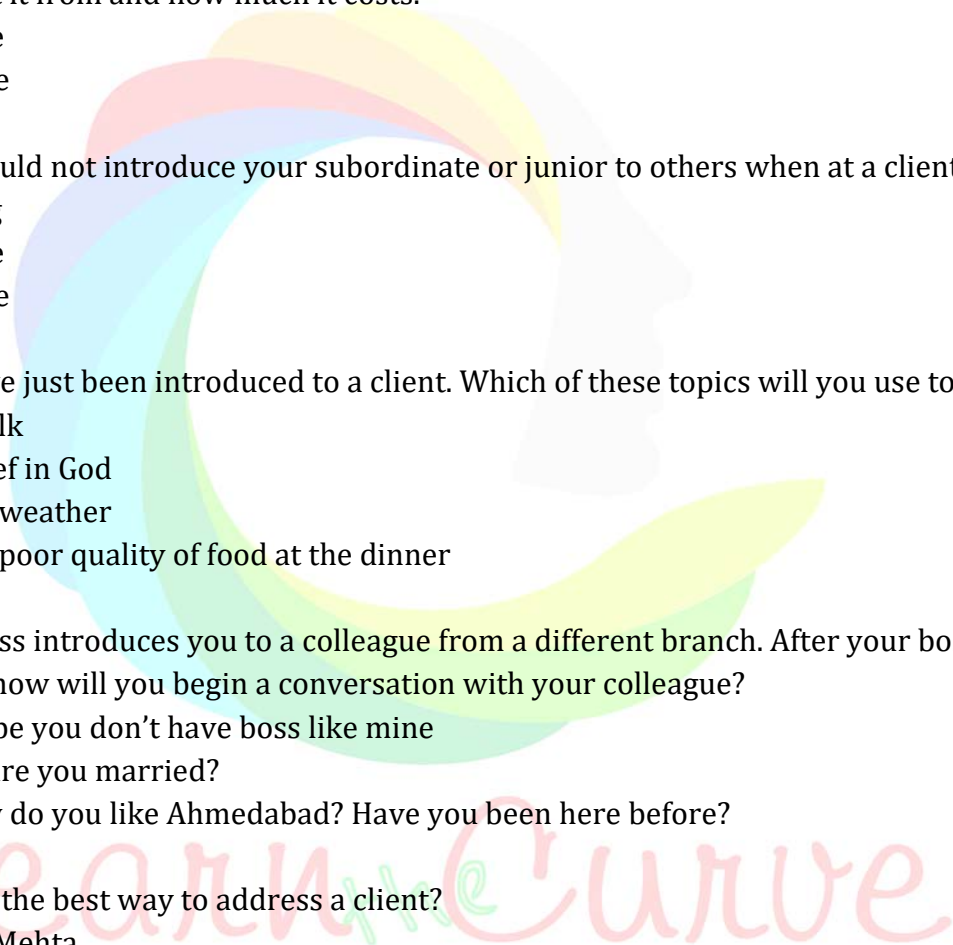


Learn *the* Curve.

*Do you think you have all it takes to exhibit perfect **Business Etiquette**. Take this quick test and find out how good you are.*

## **BUSINESS ETIQUETTE**

- 1 You are at the annual party of your office. Someone from another department walks up to you and says, "How do you do?" What will your reply be?
  - a. How do you do?
  - b. I'm good, thank you.
  - c. I'm fine
  
- 2 You are at a formal business dinner and you want to introduce your colleague, Jignesh Shah, to your client. How will you introduce them?
  - a. Mr. Patel, meet Jignesh Shah.
  - b. This is Jignesh, Mr. Patel
  - c. Mr. Patel, I'd like to introduce Jignesh Shah, he's from the Asset Services Team.
  
- 3 An ideal handshake must be:
  - a. Loose and limp
  - b. Very rigid and hard
  - c. Firm but not rigid
  
- 4 What kind of body language indicates that your client is interested in what you are saying?
  - a. An unblinking eye-contact
  - b. Chin resting on knuckles
  - c. Removing glasses and placing them on the table
  - d. All of the above
  
- 5 If you want to interrupt a conversation to say or ask something, what would you say?
  - a. Wait; let me tell you about....
  - b. Excuse me, I was wondering if I could tell you about....
  - c. Shh! I want to say something...
  
- 6 Sitting with your arms and legs crossed will get your colleagues or client to respond more positively to you
  - a. True
  - b. False

- 
- 7 At a business dinner, you are about to introduce your colleague, but you forget his name. What do you do?
- Apologize more than once, ask for the name and then introduce.
  - Say, "Please tell me your name again. I'm having a temporary memory lapse." And then introduce.
  - Turn the topic around and ask your colleague to introduce himself
- 8 When you compliment someone on their clothes, always remember to ask where they got it from and how much it costs.
- True
  - False
- 9 You should not introduce your subordinate or junior to others when at a client meeting
- True
  - False
- 10 You have just been introduced to a client. Which of these topics will you use to make small talk
- Belief in God
  - The weather
  - The poor quality of food at the dinner
- 11 Your boss introduces you to a colleague from a different branch. After your boss leaves, how will you begin a conversation with your colleague?
- I hope you don't have boss like mine
  - So, are you married?
  - How do you like Ahmedabad? Have you been here before?
- 12 What is the best way to address a client?
- Mr. Mehta
  - Mr. Jignesh
  - Mehta Sir
- 13 Red and blue hair highlights are great for a business dinner with your client.
- Yes
  - No

- 14 In order to make a good impression, you must wear eye-catching accessories - that really stand out.
- True
  - False
- 15 Your colleague and you are discussing the new HR policy on leaves and you disagree with what your colleague says. How will you clearly express your disagreement?
- Don't get me wrong, but I think this new policy will help solve absenteeism issues.
  - I don't agree with you. I think this new policy will help solve absenteeism issues.
  - You are wrong. This new policy will help solve absenteeism issues.
- 16 Which of these is not a Power position?
- Leaning back and clasping hands behind the head
  - Sitting directly across from everyone else
  - Placing your arms on the handles of your seat
- 17 Five other people got on the elevator with you. You are closest to the control panel. What will you do?
- Select your floor and step aside
  - Select your floor and stand where you are
  - Ask the others and select those buttons
- 18 In order to maintain eye contact it is alright to stare at another person
- True
  - False
- 19 You show your superiority by looking the other person "up and down" while talking to them
- True
  - False
- 20 How will you introduce yourself at an annual business dinner?
- Let me introduce myself. I'm Dimple from The Learning Curve.
  - Hi. I'm Manisha. What's your name?
  - Hi. I'm Deepshikha. You can call me Deeps.

*Answers on the next page*

# BUSINESS ETIQUETTE

- 1 You are at the annual party of your office. Someone from another department walks up to you and says, "How do you do?" What will your reply be?
  - a. **How do you do?**
  - b. I'm good, thank you.
  - c. I'm fine
  
- 2 You are at a formal business dinner and you want to introduce your colleague, Jignesh Shah, to your client. How will you introduce them?
  - a. Mr. Patel, meet Jignesh Shah.
  - b. This is Jignesh, Mr. Patel
  - c. **Mr. Patel, I'd like to introduce Jignesh Shah, he's from the Asset Services Team.**
  
- 3 An ideal handshake must be:
  - a. Loose and limp
  - b. Very rigid and hard
  - c. **Firm but not rigid**
  
- 4 What kind of body language indicates that your client is interested in what you are saying?
  - a. An unblinking eye-contact
  - b. **Chin resting on knuckles**
  - c. Removing glasses and placing them on the table
  - d. All of the above
  
- 5 If you want to interrupt a conversation to say or ask something, what would you say?
  - a. Wait; let me tell you about....
  - b. **Excuse me, I was wondering if I could tell you about....**
  - c. Shh! I want to say something...
  
- 6 Sitting with your arms and legs crossed will get your colleagues or client to respond more positively to you
  - a. True
  - b. **False**

- 7 At a business dinner, you are about to introduce your colleague, but you forget his name. What do you do?
- Apologize more than once, ask for the name and then introduce.
  - Say, "Please tell me your name again. I'm having a temporary memory lapse." And then introduce.**
  - Turn the topic around and ask your colleague to introduce himself
- 8 When you compliment someone on their clothes, always remember to ask where they got it from and how much it costs.
- True
  - False**
- 9 You should not introduce your subordinate or junior to others when at a client meeting
- True
  - False**
- 10 You have just been introduced to a client. Which of these topics will you use to make small talk
- Belief in God
  - The weather**
  - The poor quality of food at the dinner
- 11 Your boss introduces you to a colleague from a different branch. After your boss leaves, how will you **begin a conversation** with your colleague?
- I hope you don't have boss like mine
  - So, are you married?
  - How do you like Ahmedabad? Have you been here before?**
- 12 What is the best way to address a client?
- Mr. Mehta**
  - Mr. Jignesh
  - Mehta Sir
- 13 Red and blue hair highlights are great for a business dinner with your client.
- Yes
  - No**
- 14 In order to make a good impression, you must wear eye-catching accessories - that really stand out.
- True
  - False**

- 15 Your colleague and you are discussing the new HR policy on leaves and you disagree with what your colleague says. How will you clearly express your disagreement?
- d. Don't get me wrong, but I think this new policy will help solve absenteeism issues.**
  - e. I don't agree with you. I think this new policy will help solve absenteeism issues.
  - a. You are wrong. This new policy will help solve absenteeism issues.
- 16 Which of these is not a Power position?
- d. Leaning back and clasping hands behind the head
  - e. Sitting directly across from everyone else
  - a. Placing your arms on the handles of your seat**
- 17 Five other people got on the elevator with you. You are closest to the control panel. What will you do?
- d. Select your floor and step aside
  - e. Select your floor and stand where you are
  - a. Ask the others and select those buttons**
- 18 In order to maintain eye contact it is alright to stare at another person
- c. True
  - a. False**
- 19 You show your superiority by looking the other person "up and down" while talking to them
- a. True**
  - b. False**
- 20 How will you introduce yourself at an annual business dinner?
- a. Let me introduce myself. I'm Dimple from The Learning Curve.**
  - b. Hi. I'm Manisha. What's your name?
  - c. Hi. I'm Deepshikha. You can call me Deeps.

Hope you liked the test. Look out for the next one coming soon on [www.learnthecurve.com](http://www.learnthecurve.com)