



QUESTION BANK
BUSINESS ETIQUETTE

PART A – Short Answer Questions (20 Questions)

1. Define business etiquette.
2. What is meant by professional etiquette?
3. List any two principles of workplace etiquette.
4. What is the importance of greetings in business?
5. Define protocol.
6. What are the basic rules of handshaking?
7. State the purpose of meetings.
8. What is boardroom etiquette?
9. What is dining etiquette?
10. Define telephone etiquette.
11. What is voicemail etiquette?
12. What does netiquette mean?
13. What is email etiquette?
14. Define professional grooming.
15. What is business attire?
16. What is gender sensitivity?
17. Define disability etiquette.
18. What is business ethics?
19. What is cultural sensitivity?
20. What are audio- visual aids?

PART B – Long Answer Questions (20 Questions)

1. Explain the concepts of business etiquette and its importance in management.



2. Describe different types of greetings and introduction protocols used in business.
3. Discuss reception etiquette and handshaking protocol.
4. Explain meeting and boardroom etiquette for chairpersons, attendees, and presenters.
5. Describe the steps involved in planning business meetings.
6. Explain business dining etiquette and table manners.
7. Discuss multicultural dining etiquette with reference to Japanese dining.
8. Explain telephone etiquette and courtesy guidelines.
9. Describe the process of handling rude or impatient clients over phone.
10. Explain internet, email etiquettes and netiquette guidelines.
11. Discuss online chat etiquette and workplace digital communication norms.
12. Describe the importance of business attire and professional grooming.
13. Explain multicultural dressing practices in the workplace.
14. Discuss gender sensitivity and social media communication with colleagues.
15. Explain prevention of sexual harassment at workplaces.
16. Describe basic disability etiquette practices.
17. Explain ethics in the workplace and challenges faced.
18. Discuss conflict management strategies in business settings.
19. Explain guidelines for choosing gifts in business environments.
20. Discuss multicultural etiquette and its impact on global business.