

**2024**

**(FYUGP)**

**( 1st Semester )**

**ENGLISH**

**( Skill Enhancement Course )**

**Paper Code : ENG/SEC-1**

**( Etiquette and Social Graces )**

*Full Marks: 37½*

*Pass Marks: 40%*

*Time : 2 hours*

**( PART : B – DESCRIPTIVE )**

**( Marks : 25 )**

*The questions are of equal value*

*5 x 5=25*

1. (a) Highlight some key components of etiquette and social graces.

*Or*

- (b) Discuss the five components of emotional intelligence.

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2. (a) What is classroom etiquette? Why is it important?

*Or*

(b) What is effective communication and why is it crucial in an academic setting?

3. (a) Mention some rules of digital etiquette.

*Or*

(b) What are some ways to deal with cyberbullying and online conflicts?

4. (a) Briefly discuss the dos and don'ts of conversation at the dining table.

*Or*

(a) Discuss the American and continental styles of using cutlery when dining.

5. (a) Highlight some key strategies to manage conflict.

*Or*

(b) What are some factors that cause stress at work?

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(FYUGP)

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**ENGLISH**

(Skill Enhancement Course)

Paper Code : ENG/SEC-1

(Etiquette and Social Graces)

(PART : A — OBJECTIVE)

(Marks: 12½)

The figures in the margin indicate full marks for the questions

A. Put a Tick (✓) mark against the correct answers in the brackets provided :

$$\frac{1}{2} \times 15 = 7\frac{1}{2}$$

1. The word "Etiquette" is derived from \_\_\_\_\_ which means "Ticket".

- (a) French ( )
- (b) Latin ( )
- (c) Greek ( )

2. When being introduced or making introductions, one should:
- (a) Relax and appear friendly. ( )
  - (b) Stand and offer a firm handshake. ( )
  - (c) Appear aloof. ( )
3. Which of the following is an important result of self-awareness and assessment?
- (a) It develops a critical attitude. ( )
  - (b) It leads to lack of self-control. ( )
  - (c) It helps identify strengths and weaknesses. ( )
4. Which is not a type of cyberbullying?
- (a) Detoxing ( )
  - (b) Doxing ( )
  - (c) Fraping ( )
5. World Day of Bullying Prevention falls on the:
- (a) 1<sup>st</sup> Monday of September ( )
  - (b) 1<sup>st</sup> Monday of October ( )
  - (c) 1<sup>st</sup> Monday of November ( )



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6. The Right to Privacy is implicit in which article of the Indian constitution?
- (a) Article 19 (b) Article 20 (c) Article 21
7. When you see a damaged book in a library, you \_\_\_\_\_.
- (a) Notify the library staff (b) Do not do anything about it (c) Try and mend it yourself
8. Effective communication
- (a) Involves ambiguous language. (b) Enables strong teacher-student relationships. (c) Creates conflict and assumptions in group setting.
9. A student should interact with everyone in the same way, be it the professors or college mates.
- (a) True (b) False

10. How do you use a napkin when dining?

- (a) Use it to clean your face. ( )
- (b) Partially unfold it and place it on your lap. ( )
- (c) Tuck it into your collar. ( )

11. Which of the following is considered appropriate when using knives during dining?

- (a) The smaller knives are used for the entrée. ( )
- (b) Knives are to face the diner or the plate. ( )
- (c) Knives are used for pointing. ( )

12. How would a diner refine his/her presence at the table?

- (a) Slouch or sit in an easy manner. ( )
- (b) Sit upright and keep elbows off the table when eating. ( )
- (c) Tip the chair onto the back legs and lean across to get food. ( )

( 5 )

1. How can you deal with a difficult situation in the workplace?
- (a) Stay composed and avoid anger. ( )
- (b) Embellish the facts. ( )
- (c) Avoid asking for the other person's opinion. ( )
14. What is an important component of constructive criticism?
- (a) Receiving feedback. ( )
- (b) Being negative always. ( )
- (c) Reacting angrily. ( )
15. Bargaining is part of the negotiation process.
- (a) True ( )
- (b) False ( )

(6)

B. Answer any *five* of the following questions :

1x5=5

1. Define social graces.

2. What is library etiquette?



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3. What is dissing?

4. What is Netiquette?

5. Mention two tips to be a polite guest at a dinner invite.

6. What is the correct way to drink a hot soup at the table?

7. How can one effectively prepare for an interview?

8. What is constructive criticism?

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