



# INDIAN SCHOOL AL WADI AL KABIR

Class: XI	Department: Commerce
Subject: Marketing	Chp 1 – Communication Skills (Employability Skills)
Worksheet no: 01	Objective and Application Based Questions

## Q.1. Application based Questions:

1. From the image given below identify the type of Communication. Write a note on the identified type of communication.



2. Given below is an email. Write down your opinions on the language usage in the email.

To: Bob Pope  
From: Gabrielle Mendes  
Subject: Job?

Hey Bob, We talked a couple weeks back at the chamber of commerce event. (I was the one looking for a summer internship and had a zit on my lip that could have passed for a cold soar. Lol. Whew. It was not. You're probably like, "uh.. What?" Maybe that helps you recall, maybe not. Not completely important, I suppose.

I'd really like to come work for you at your IT business. You seemed like a cool person to work for, I liked ur striped pants. I'm available to start working on Monday, but I am taking my driver's test in June and have to study and go an hour and half away to take it at an easier place cause I'm not a great driver so I'll miss a few days. I am also going to the beach with friends for a week in July. Oh, and my grandmother has bad gas (OMG IT'S TERRIBLE) and sometimes I have to take her to the doctor.

I've attached my resume, it's the bomb dot com. Let me know if you have a job opening for me. I can't wait to play on some computers. If I don't respond to your email, I'm always on FB, snapchat or insta!

Peace out,  
Gabrielle Mendes

3. Brenda is a Marketing Intern at ABC Corps. Her team members think of her as a reliable and trustworthy person since she is always available to share their work load. You ever ask

Brenda to do somethings and she will reply, "Sure I'll get on it." and even gets the job done efficiently. Brenda is so supportive to her colleagues that she even skips her own lunches, social events to stay back and complete the work on behalf of them. But deep-down Brenda feels like her colleagues are always pushing their work on her head. She feels frustrated annoyed, and victimized. You're angry, yet she keeps rationalizing that she has "done the right thing."

Identify the Communication style adopted by Brenda. Explain in detail to support your answer

4. Differentiate between Oral and written communication.
5. Select the Assertive Communication method from the choices and see if you can identify the other methods of communication.
  - i. In class \_\_\_\_\_
    - A. I'm too afraid to raise my hand even though I know the answer. \_\_\_\_\_
    - B. I shout the answer because I always know them and no one else ever does.
    - C. I know the answer but never participate and then get angry at other people who do.
    - D. I raise my hand when I know the answer and give others the opportunity to do the same.
  - ii. You got a bad grade on a test and you're not sure why. What do you do?
    - A. You ask the teacher to talk after class. You respectfully explain your confusion about your grade and ask what you can do differently next time.
    - B. B You don't say anything but you talk badly about the teacher behind his/her back.
    - C. You don't say anything. It's not a big deal.
  - iii. Someone cuts(barges) in front of you in line...
    - A. Say nothing, but glare at them and "accidentally" push them a little.
    - B. Say nothing and do nothing.
    - C. Assume they didn't know you were in line; gently explain that you were waiting before them.
    - D. Yell at them and shout for them to return to their place.