

UNIVERSITY OF COLOMBO, SRI LANKA

FACULTY OF MANAGEMENT & FINANCE

Bachelor of Business Administration (Level 11 – Semester VI) Examination, December 2017

HRM 2207 - Personality Development

Two (02) hours

Answer all questions

1. List and briefly explain three (03) personality tests discussed in the class.
(12 marks)

2. How would you get to know your personality? List and explain four (04) methods.
(08 marks)

3. Explain briefly your career aspirations and how they match with your personality, values, skills and interests.
(20 marks)

4. Briefly explain how you should properly exchange a business card.
(10 marks)

5. List ten (10) social and business etiquettes discussed in the class (things you should do and/or things you shouldn't do).
(10 marks)

6. Explain four (04) personality disorders, briefly outlining the characteristics of each of the personality disorder.
(20 marks)

7. Underline the correct answer.

i. In the business arena:

- a) Only men should stand for handshaking and introductions
- b) Only women should stand for handshaking and introductions
- c) It is not necessary for men or women to stand for handshaking and introductions
- d) Both men and women should stand for handshaking and introductions

ii. For easy reading, one's name badge should be worn:

- a) On the left shoulder
- b) On the right shoulder
- c) On the left hip
- d) Around one's neck

iii. The best way to meet people at a business or social function is to:

- a) Introduce yourself to two people who are standing close and talking softly
- b) Look confident, standing in the center of the room, and wait for someone to approach you
- c) Introduce yourself to a person standing alone
- d) Stick close to those you know very well and forget about the rest

iv. When making a business introduction, you should :

- a) Wing it
- b) Introduce the less important/junior person to the more important/senior person
- c) Introduce the more important/senior person to the less important/junior person
- d) Don't do anything. It is their responsibility to introduce themselves

v. When expressing thanks to someone who has given you a gift, you:

- a) Send an email because it is faster and more efficient
- b) Send a handwritten note within 48 hours
- c) Pick up the phone and call within 72 hours
- d) Consider a verbal thank you sufficient

- vi. When you are with someone important and your cell phone rings, you:
- a) Answer it within two rings and keep the call brief
 - b) Ignore it and pretend that someone else's phone is ringing
 - c) Apologize and turn the phone on silent mode. The person you're with takes priority
 - d) Apologize, step away from the table, and take the call in the lobby or restroom
- vii. When two business people communicate, how far apart should they stand?
- a) 1.5 feet
 - b) 3 feet
 - c) 7 feet
- viii. When you reach a doorway at the same time as another person, the following rules apply:
- a) Whoever arrives first should open it and hold it for those who are following
 - b) Men should always open doors for women
 - c) Women should open doors for men to prove that they are no longer oppressed
 - d) Always open the door for someone of either sex if that person has his or her hands full
- ix. When eating bread in a restaurant, you should:
- a) Butter the whole piece of bread, pick it up, and eat one bite at a time
 - b) Break off a bite-sized piece of bread and then butter and eat one bite at a time
- x. When seated at a round or rectangular table, in which order would your cutlery and cookery be placed:
- a) From your left to right, Bread plate - Dinner Plate – Glasses
 - b) From your left to right, Glasses –Plate – Bread plate
 - c) It doesn't matter. There's enough water and bread to go around anyway

(02 Marks each)

(Total 20 marks)