

Answer the following questions:

Q: 1: Short Questions. (15)

- I. What is the difference between European and American eating styles?
- II. What is the importance of professional telephone etiquette?
- III. Describe the rules for proper call waiting.

Q: 2: Discuss some dinning etiquettes tips for business meal. (7)

Q: 3: Outline some tips for dealing with the E-mails appropriately. (8)