

THE INSTITUTE OF BANKERS PAKISTAN
ISQ Examination (Summer-2011)
BUSINESS COMMUNICATION FOR FINANCIAL SERVICES

Q.1 Please write the alphabet of selected answer in the given space:

		(Answer)
1	Answering telephone calls is the _____ of an operator. A) responsible B) responsibly C) responsive D) responsibility	

Q.2 A) Read each of these things people said about their business leaders or managers (1-8) and match them with one of the qualities or skills listed below (A-H) :

A	A hands-on approach	E	Good interpersonal skills
B	Ability to delegate	F	Originality
C	Attention to detail	G	Trouble-shooting skills
D	Good communication skills	H	Vision

		(Answer)
1	Amongst other things, she has this tremendous ability to see how things could be in the future, and how the organization should develop.	

Q.2 B) Choose the best option, A, B, C or D, to fill the gaps in the article.

Sl.#	OPTIONS			
	(A)	(B)	(C)	(D)
1.	contract	relationship	report	friendship

Without followers, there would be no leaders. The concept of leadership, and the qualities needed for someone to become a leader, can probably best be understood by studying the _____ (1) between the leader and his or her followers.

Q.3 A) Write polite questions using the Future Continuous Tense with the help of the cues given.

Q.4 Select the most suitable word for each statement from the given list and write the corresponding capital alphabet in the answer column.

A	appraisal interview	I	leadership qualification
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(Answer)

1	These days people talk about _____ rather than personnel.	
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Q.5 Directions: Questions 1 to 10. Each sentence has four words or phrases underlined. The four underlined parts of the sentence are marked (A), (B), (C), (D). You are to identify the one underlined word or phrase that should be corrected.

(Answer)

1	The Pinewood Inn <u>has</u> (A) a courtesy bus <u>which runs</u> (B) <u>every</u> (C) thirty minutes both <u>to from</u> (D) the city center area.	
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Q.6 As the manager of ABC Bank you have recently received a number of complaints from your customers about the way they have been treated. Some of them have not been served for more than half an hour. Most of the complaints took place during lunch hour which is ABC Bank’s peak time for business. This has been brought to your boss, Mr Ahmed, the general manager’s attention.

REQUIRED:

You are told to write a memo to all the sales staff instructing them how they should deal with visitors and customers who visit the Bank. They should take shifts for lunch and maintain at least a certain number of staff at all times. They should also come to work on time and any tardiness will be subject to disciplinary action. They also need to clean up their own area of work before they leave work for the day.

Q.7 You are the office manager for Smart System, Inc, a start-up IT firm. Recently you bought 10 modems from Precision Supplies, a computer hardware supplier in. Two weeks after installing the modems to the computer systems in your office, you discovered that two of the modems could not function properly. Since you have already paid the full amount for the modems, you are entitled to enjoy the two-year warranty that comes with the product including free replacement for any products bought within one month. You called their customer service department to ask for a replacement last Friday and was told that the replacement would be delivered to your office the following Monday. It is now already Friday and you still have not heard anything from them. You really need

the two modems immediately for your company is working on a major project with an approaching deadline. This is the first time you have ordered from Precision Supplies and may be the last.

REQUIRED:

Write a letter of complaint to demand for an immediate replacement or a full refund.

Q.8 You are the accounting manager of XXX Equipment. One of your customers, Mr Feisal Ali of Leithum Lighting House (244 Iqbal Road, Lahore), bought a three-tone system from your company during the October sales this year. The system was sold for Rs.72,000. First, he sent a cheque for Rs.15,000 as a deposit, but it “bounced” through lack of funds. You informed him of this, and he sent a cheque for the deposit and half the remaining sum. This cheque did not bounce. You then sent him a collection letter explaining that he still owed you the outstanding balance. Two weeks later, since you still had not heard anything from him, you sent him another collection letter. Two weeks later, Mr Feisal Ali still has not paid the outstanding balance.

REQUIRED:

Write a final demand letter (in a forceful, but professional tone) to take further action, unless payment is received by a certain date.
