ICMAINTERNATIONAL lead strategically

<u>PRE-SEEN ASSIGNMENT – ORAL EXAMINATION</u>

COMMUNICATION SKILLS [PM6]

PRACTICAL CORPORATE TRAINING LEVEL-2

PRACTICAL CORPORATE TRAINING MODULES EXAMINATIONS, (PCTME), NOVEMBER 2022

PRESENTATION EXAMINATION - SECTION-D

Time Allowed: 15 Minutes Maximum Marks: 30

- (i) Computer Based Sections of Multiple Choice Questions (MCQs) Section-A, Short Cases Section-B, and Report Writing Section-C administered separately are integral parts of this [PM6] Communication Skills Practical Corporate Training Level-2 Examination.
- (ii) Presentation Evaluators will distribute the presentation evaluation top cover sheet to the candidates before the start of the presentation.

SELECT ANY ONE SITUATION FROM THE FOLLOWING FOR YOUR PRESENTATION

SITUATION #1

The "Imperial Group of Hotels & Resorts" has three Strategic Business Units, namely, "Hill Side Resort", "Emerald Hotel" and "Coral Hotel". Each unit is a profit centre, and effectively operates as a separate entity. The "Hill Side Resort" is located in Islamabad, "Emerald Hotel" in Lahore, and "Coral Hotel" in Karachi. The General Manager of each business unit reports to the Managing Director, Head Office, located in Islamabad. Each business unit maintains its own separate support service departments for accounts payable, payroll and staff training. Other support services in Head Office are Human Resources, Finance and Information Technology. The managers of these Head Office support departments report to the Chief Financial Controller (CFO) in the Head Office. The cost(s) of running these departments are allocated to each business unit in proportion to their respective sales revenue.

Required:

The Managing Director has asked you, being a Cost Analyst, to prepare a presentation on 'Impact of Centralization of Support Services', covering the following points:

- Introduction of Centralization of Support Services
- Benefits for "Imperial Group of Hotels & Resorts" of moving the Support Departments of each business unit to Head Office
- Impact of Restructuring on each Business Unit
- Recommendations
- Conclusion

SITUATION # 2

Remote working is a type of working that enables individuals to work outside of the traditional working environment. Employees can achieve all their assigned daily tasks without the office attending environment. For remote working to be successful, the job requirement may not need to be completed in a specific location.

There are many potential benefits to working remotely. Both the employee and the employer can benefit from the same.

Employer can save rental costs, hire and utilize competent resource globally, mitigate immigration issues and experience productivity gains, while employee can enjoy geographic flexibility. At the same time, challenges include how to communicate across the time zones, share knowledge, socialize virtually and prevent professional isolation and protect client data.

Supporting remote employees can help in making remote working more effective and efficient. There are several ways that managers can support remote employees, but it is important to keep in mind that different employees will have different needs. Managers should alter the type of support they provide, based on the needs and requirements of the employee.

Required:

Being a Business Consultant, give a presentation on **Pros and Cons of Working Remotely**, covering the following points:

- Introduction
- Scope of Remote Working in Pakistan
- Main Challenges of Remote Working in Pakistan
- How to Manage Remote Employees Effectively
- Recommendations
- Conclusion

INSTRUCTIONS:

- (a) Preferably, the students are advised to express their original thoughts/ insight using tools of creativity and imagination.
- (b) The examinees are required to make an oral presentation of 15 minutes before audience including examiners and some students. The awarded marks will depend on the oral presentation combined with the use of visual aids like charts, graphs, transparencies, etc. The time spent by each examinee in positioning charts and visual aids will be excluded from the allowed time i.e. 15 minutes for each presentation.
- (c) The presentation is acceptable on multimedia/ projectors only.
- (d) The examinees shall arrange their own devices/ USBs etc. for presentation.
- (e) The examinees must ensure the version of operating system or software installed at their centres one week before the presentation examinations.
- (f) The examinees should be well prepared for their presentation and shall make their presentation professionally rather than mere reading their slides/ transparencies.

Total marks of the test is 30 that would be allocated as follows:

Y = YES = 1 Mark N =	No = Zero
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1.	Was he/she dressed well for the presentation?	Y/N
2.	Did he/she capture audience attention with the complimentary paras in the beginning?	YY / N
3.	Was the topic clearly focused upon?	YY / N
4.	Did he/she present brief structure (plan) of presentation?	YY / N
5.	Did he/she settle himself/herself soon?	Y / N
6.	Did he/she use transitions when required?	YY / N
7.	Did he/she give specific examples/ facts and details in the presentation?	Y / N
8.	Did he/she generate interest in the presentation through his/her tone?	YY / N
9.	Were his/her movements natural and was he/she confident with proper eye contact and other gestures?	YY / N
10.	Did he/she have well designed, well thought out visuals for the presentation?	Y/N
11.	Did he/she use visual aids, intelligently?	YY / N
12.	Was his/her pitch of sound, fair and audible?	Y / N
13.	Did he/she maintain good pacing (medium, fast or slow)?	Y / N
14.	Did he/she use positive phrasing (clarity of language)?	YY / N
15.	Did he/she conclude the presentation in a complimentary way?	YY / N
16.	Did he/she offer any concrete recommendations/ suggestions?	Y/N
17.	Did he/she invite questions from the audience?	YY / N
18.	Did he/she handle the questions with ease and comfort?	YY / N
19.	Did he/she stay back and participate in presentations of other students (same group)?	Y/N

HEAD OF THE EXAMINATION DEPARTMENT