

# XAT 2021

## Decision Making

### Instructions [80 - 82]

Read the following scenario and answer the three questions that follow.

Ashraf has been working at a cybersecurity company called NuTech Pvt. Ltd. for seven years. Having missed a promotion in the previous appraisal cycle, Ashraf is anxious about it in the upcoming cycle. Ashraf is aware that the HR head is meeting the top management to discuss promotions sometime soon. (At NuTech, the HR head recommends names for promotions to the top management based on inputs from the functional teams.)

On a Friday afternoon, Ashraf receives an email from Sridevi, the HR head. It reads, "Hi, I need an urgent favour from you; please respond if you are free." It was the first time that Sridevi ever contacted him. Surprised, Ashraf immediately replies back saying, "Sure! How can I help you, Sridevi? Regards, Ashraf." In a couple of minutes, he receives a reply: "Ashraf, I am in the middle of an important meeting, but have to urgently send gift vouchers worth ₹50,000 to one of our important clients. If you could, please purchase and send the gift vouchers to the email address given below, at the earliest." Ashraf, without any delay, sends gift vouchers worth ₹50,000 to the given email address.

**80.** Ashraf feels happy after this brief email interaction with Sridevi.

Which of the following statements, if true, will BEST make Ashraf strongly hopeful about his imminent promotion?

- A** Sridevi is known for her elite social circle and extravagant life style.
- B** Ashraf has heard from his industry friends that HR heads accept favours for recommending employees' promotions.
- C** It is for the first time ever that Sridevi directly approached Ashraf to contact a client.
- D** Ashraf's immediate junior, Shamsher, who worked closely with Sridevi, was promoted last year.
- E** Sridevi chose Ashraf over others for help, while in the midst of a meeting with the top management.

**81.** Ashraf does not hear anything from Sridevi in the next few days. Anxious, he meets up with Sridevi and enquires if the gift vouchers were appreciated by the client. This surprises Sridevi who closely scrutinises Ashraf's emails and discovers that they originated from sridevi@nutich.com, instead of sridevi@nutech.com, her official email ID.

Taken aback, Ashraf requests Sridevi's help in getting compensated by the company for his ₹50,000 loss. Sridevi asks Ashraf to justify his compensation demand. Ashraf gives the following reasons:

1. I erred; however, my financial rectitude is on record.
2. I acted in the greater interest of the company.
3. The spam mail reached my inbox due to the failure of the company's email filter.
4. A NuTech employee, who was robbed of ₹20,000 of company's cash, was not punished.
5. In the past, some of my acquaintances had been similarly duped.

Which of the abovementioned reasons, in a combination, will BEST help Sridevi take up the issue with the top management?

- A 2, 3, 4
- B 1, 2, 3
- C 2, 3, 5
- D 1, 2, 4
- E 3, 4, 5

- 82.** Sridevi begins to doubt Ashraf's competencies, given the way he handled the phishing emails. Thus, she convenes a meeting with the senior leadership to discuss Ashraf's role in the company.

In the meeting, she shares the following observations:

1. Ashraf is poor at verbal communication, which is critical at subsequent levels.
2. Ashraf should have been perceptive, even though the company's email filter failed him.
3. Ashraf joined the email filter team one month prior to his receiving the phishing emails.
4. Ashraf rushed to act on Sridevi's request despite his busy schedule.
5. Ashraf appears to be highly anxious to get promoted.

Which of the above observations, in a combination, if true, shall BEST go against Ashraf's chances of getting promoted?

- A 1, 2, 5
- B 2, 3, 4
- C 1, 2, 3
- D 1, 3, 5
- E 2, 3, 5

### Instructions [83 - 85]

Read the following scenario and answer the three questions that follow.

The occasion was a hyper publicised switch-on ceremony of solar power facilities on an island, with many villages, in the Bay of Bengal. PK was the brand ambassador of a Multinational Company (MNC) that was banking heavily on this CSR initiative to strengthen its presence in India. For the millions of fans, enamoured by the aging super star's Robinhood like onscreen exploits, the pre-event speech of PK was their first glimpse into his off-screen persona. After an emotional speech that extolled the virtues of electricity as a driver of wellbeing & need for inclusive growth, PK with a flourish of his hand hit the button to remotely switch on the solar power facilities. Tens of media cameras stationed in all the island villages, started beaming live feed across the world. Quickly, the event turned from one of joy to something of shock and horror, as all the thatched households on the island caught fire. A few villagers were seriously injured in the fire. Watching the coverage, PK slapped the MNC representative standing next to him, on live camera, and collapsed on a couch with his head in his hands.

**83.** Soon after, the MNC filed a case against PK for criminal assault and tarnishing its brand image.

Which of the following is the MOST appropriate reason for the MNC to file a case against PK?

- A** It is a message to the MNC's stakeholders that it will not tolerate such inappropriate behaviour.
- B** The MNC is forced to respond, given the public slapping of its representative.
- C** The MNC intends to arrest its dropping sales, post the incident, through affirmative action.
- D** The highly brand conscious MNC is using PK to divert public attention.
- E** The MNC's mission statement includes "employee first, customer second."

**84.** Post the slapping incident, there was a strong social media backlash against PK. His PR team suggested the following social media releases that he could use not only to defend himself but also to garner positive reactions.

Which of the following social media releases will BEST help PK achieve the purpose?

- A** The MNC deserved more than just a slap for its irresponsible actions.
- B** He reacted as the sight of the villages ablaze was unbearable.
- C** His onscreen Robinhood image influences his off-screen behaviour.
- D** The plight of the islanders deserved an immediate delivery of justice.
- E** He strongly believes in an eye for an eye.

- 85.** A few months passed and the slapping incident still garnered a good number of views on social media. PK's publicist was aware that PK harboured a desire to join politics. She wanted PK to make the most of the publicity around the incident before it faded away from public memory in the next few months.

Which of the following options will BEST help PK take just advantage of the situation?

- A** He should visit the island and publicly promise to rebuild the island villages, and publicise it in the social media.
- B** He should launch the "Slap the Greedy" campaign, and urge his fans to slap greedy officials.
- C** He should announce that he is entering politics with a slogan "One Tight Slap."
- D** He should meet the MNC representative he slapped and apologise to him in a public meeting.
- E** In his upcoming movie, in the opening scene, he should slap and shame a treacherous corporate official who swindles poor villagers.

**Instructions [86 - 88 ]**

Read the following scenario and answer the three questions that follow.

Churna is a peaceful village, surrounded by thickly forested high hills that isolate it from the rest of the world. Agriculture is the main occupation of the Churna villagers. Moreover, the forests provide seasonal fruits, tubers, medicinal herbs, and other forest produce in abundance. For all material needs not produced locally, the Churna villagers depend on Tendua, a faraway town.

Once a month, the Churna women would arduously trek with the surplus produce to Tendua. In the Tendua market, they convey the virtues of their produce through a beautiful song and dance routine. Reputed for their hard-bargaining skills, they always manage to extract a premium barter from the traders, more than fulfilling all their other material needs.

- 86.** Damdu, an ambitious trader of Tendua, wants to have exclusive access to all the surplus produce from Churna.

Which of the following offers to the Churna village will BEST help Damdu achieve her objective?

- A** Damdu should offer to set up a shop in Churna, which will barter all the material requirements of the village.
- B** Damdu should offer to provide colourful sarees that the women of Churna fancy.
- C** Damdu should offer to transport the villagers' monthly material purchases from Tendua to Churna for free.
- D** Damdu should offer to educate the Churna villagers about cash transactions.
- E** Damdu should offer novel products, unseen by the Churna villagers.

- 87.** The head woman of Churna grants exclusive access to the surplus produce to Damdu. However, Damdu's euphoria dies down when she finds fewer takers for Churna's produce in Tendua. This trend continues for the next few months.

Which of the following could be the MOST possible reason for Damdu finding fewer takers for Churna's produce at Tendua?

- A** Damdu cannot sing and dance simultaneously.
- B** Hard bargaining experience offered by Churna's women is missed by the traders of Tendua.
- C** The traders in the Tendua market miss the aesthetics of the beautiful song and dance by Churna women.
- D** Churna's produce is one of the many items in Damdu's inventory.
- E** The Churna women offered the authenticity that Damdu could not match.

**88.** A few months after granting exclusive access to Damdu, the village council of Churna meets to discuss the progress. After much debate and heated discussions, the village council decides to terminate the contract with Damdu. The village council feels that if the contract continues, then:

1. Over time, Churna's produce will lose its association with Churna.
2. Churna's people will be ignorant of new developments in the market.
3. Churna's dance and song will lose their identity.
4. Churna's people will lose social interaction with the outer world.
5. Churna's people will lose their hard bargaining skills.

Which of the above concerns, when arranged in descending order of significance, will BEST support the decision to terminate the contract with Damdu?

- A** 1, 2, 4, 5, 3
- B** 2, 3, 4, 5, 1
- C** 1, 3, 2, 5, 4
- D** 1, 2, 5, 3, 4
- E** 5, 3, 4, 2, 1

### Instructions [89 - 91 ]

Read the following scenario and answer the three questions that follow.

Rohini is one of the most popular faculty members in the finance department, known for her in-class engagement with students. Every year, she offers an elective Financial Risk and Derivatives Management in the fourth term which gets subscribed by about hundred students. This year, owing to Covid-19, she is forced to teach the course online, that too, in the fifth term. The fifth term is notorious for its non-negotiable teaching slots. To enable her teaching, Rohini uses her favourite laptop, Maplebook Lite, sold by Maple.

Rohini converts her family bedroom into a "working room" because of the strong wifi signals. The room is mostly used by Rohini for taking her classes; however, Rinku, her husband, also uses it for running his meetings. Rohini has two children, aged 5 and 8, who use the living room as their playground. During meetings and classes, the working room is shut to save it from unwanted disturbance and noises from the living room.

It is 3:10 p.m. and Rohini's penultimate session of the course is going to end in twenty minutes. As usual, Rinku enters the room with a cup of Darjeeling tea. Just before entering, he asks his kids to stop playing for some time. He quietly places the teacup on Rohini's study table and exits the room, leaving the door ajar. As soon as he leaves, a tennis ball comes thundering inside, crashing into her Maplebook monitor. The monitor breaks and Rohini's class ends abruptly, much before the scheduled time.

**89.** What should be BEST held responsible for the accident?

- A** Rinku Singh not waiting for the class to get over before serving tea
- B** Rohini not locking the door from inside during class hours

- C The kids not checking the door before resuming play
- D Covid-19 imprisoning Rohini and her children in a closeted space
- E Rinku Singh leaving the door ajar

90. Rohini has her concluding session scheduled the very next day.

Which of the following is the BEST course of action for Rohini regarding the final session?

- A She should defer the session until she finds a suitable slot.
- B She should inform the students that the course is deemed concluded with 19 sessions.
- C She should cancel the session and ask students to mail video presentations on the topic she intended to teach.
- D She should request Swarna, her colleague, to take her session the next day.
- E She should take her last session on her mobile phone and request students to tolerate the inferior experience.

91. With the sixth term round the corner, Rohini goes to the Maple service centre only to find that the replacement for her crashed monitor may take several weeks. However, Dhanraj, the service centre head, offers to replace the damaged monitor with a monitor from a used laptop. He assures Rohini that the used monitor is as good as a new one.

Which of the following options, if true, will give Rohini the BEST reason to accept the offer?

- A Dhanraj is a friend of Rohini's colleague Swarna.
- B Rohini is a long-time customer of the Maple store which runs the service centre.
- C Dhanraj offers a three-month personal assurance on the used monitor.
- D Her husband's meetings will be few and far between in the next few weeks.
- E Rohini has to start her sixth term course in a month.

### Instructions [92 - 94]

Read the following scenario and answer the three questions that follow.

Saradeep was the proprietor of Saradeep & Sons Pvt. Ltd., an auto parts manufacturing company. He had three children--Taapsi, Kesar and Sandeep. His wife passed away when Sandeep, the youngest kid of the family, was only eight years old. Taapsi, being the eldest sibling, was more of a mother to Kesar and Sandeep.

Taapsi and Kesar joined Saradeep's business right after college because Saradeep trusted them immensely. He once told Kesar, "I want key positions to be held by the people I trust."

Saradeep wanted Sandeep also to join his business like Kesar and Taapsi. Saradeep felt that Sandeep had a strong business sense, probably the best among his three children. Hence, Saradeep wanted Sandeep to take his higher education in business studies. However, Sandeep had other aspirations; he wanted to become a lawyer. Of late, he was offered admission to the prestigious National Law School, Bengaluru. As soon as he received the admission offer, he rushed to share this news with his family members.

92. Sandeep shared the news of the admission offer first with Kesar, who exhibited mixed feelings. He was happy for Sandeep's admission to the National Law School; nevertheless, he was concerned about their father's reaction. Moreover, Saradeep had an anxiety attack a few months back and was working from their family mansion in Shimla. Kesar advised Sandeep to delay sharing his selection news with their father.

Which of the following, if true, will BEST enable Sandeep share the news with Saradeep without delay?

- A Since childhood, Sandeep, before going to bed, usually shared all happenings of the day with Saradeep.
- B Kesar had always been paranoid about his family ever since the untimely demise of his mother.
- C Saradeep did not talk to Sandeep for weeks, because he did not get the news of Sandeep's bike accident immediately from him.
- D Even after the anxiety attack, Saradeep walked four kilometres daily.
- E Saradeep regarded Law as a respectable profession.

93. Saradeep requested Kesar to decide on the head of a new manufacturing plant. The plant and its culture had to be moulded in the same way as their other plants. Kesar wanted to identify a candidate, acceptable to Saradeep.

Which of the following candidates is the BEST choice for the position?

- A Taapsi, who headed another plant which was two hours away from the new plant, could be requested to take the additional charge.
- B Dhanush, the most technically qualified employee, who joined the organisation three years back, straight from college.
- C Sandeep who had about ten months left to join the National Law School.
- D Suhasini, an MBA graduate and Kesar's wife, who had been a homemaker for fifteen years.
- E Surendra, the deputy head of their largest plant, who had been with them for thirty years, and would retire in seven years.

94. Kesar was also concerned about Taapsi's reaction to Sandeep joining the National Law School. She wanted to be a fashion designer; however, Saradeep dissuaded her from doing anything other than production engineering. She was very upset with her father's decision back then; nevertheless, over time, she became a staunch supporter of her father's values and beliefs. Currently, she headed one of the plants, which also happened to be the best run company plant. Kesar felt that she would not take Sandeep's decision well; she might try to prevent Sandeep from pursuing higher studies in Law.

Which of the following, if true, will BEST assuage Kesar's fear regarding Taapsi?

- A Taapsi, in a marked departure from family tradition, was fully supported by her family when she decided to marry her batchmate, soon after college.
- B Taapsi, in a fashion school convocation speech, said that she still harboured a dream of quitting the family business for becoming a fashion designer.
- C Taapsi mentored an online start-up, dedicated to women's fashion, in her free time.
- D When Sandeep was eight, he supported Taapsi's desire to pursue fashion designing.
- E Taapsi gifted Sandeep a sports bike on his 19th birthday even when Saradeep was completely against it.

#### Instructions [95 - 97]

Read the following scenario and answer the three questions that follow.

Himaja was among the top ten students of her Business Management batch. She got placed in a reputed strategy consulting firm during campus placements. She was delighted to work under Nirmal, her superior, who was known for grooming many stars in the organisation. Nevertheless, he was also regarded as a hard taskmaster. Though she was a fresh recruit, she longed to be in a client-facing role.

**95.** During an informal office gathering, Himaja mustered up courage to ask Nirmal for a client-facing role.

Which of the following reasons, if true, will BEST justify Nirmal saying “no” to Himaja?

- A** Clients do not appreciate strategic discussions with fresh recruits.
- B** Himaja’s teammates are not happy with her communication skills.
- C** Himaja needs to improve her presentation skills.
- D** Clients do not take young women seriously during discussions.
- E** Himaja leaves early and client meetings go late into the night.

**96.** Due to her constant pleading, Nirmal assigned Himaja a client-facing role in his project. Nirmal instructed her that he would do all the talking during meetings, and she would diligently listen and take notes. However, in the first meeting, Himaja made a comment which contradicted Nirmal. In the next, she interrupted the client while he was making a point. This offended the client, resulting in Nirmal apologising to the client to save the project.

Which of the following is the MOST appropriate action that Nirmal should take against Himaja’s behaviour?

- A** Caution Himaja that she would lose client-facing roles if she does not appreciate the rationale behind his instructions.
- B** Recommend Himaja for a five-day listening-skills workshop.
- C** Await the half-yearly performance review, due in two months, and submit a strong report against Himaja.
- D** Ask Himaja's project teammates to have a chat with her on how to behave in client meetings.
- E** Have a chat with Himaja later in the evening, explain the delicate situation she had put him in during the meetings, and request her not to repeat it.

**97.** Another month passed, and Himaja was working under Shreya in a different team. Shreya was impressed by Himaja’s enthusiasm and sincerity. She asked Himaja to accompany her to a meeting with a new client. During the meeting, Himaja made a statement that offended the client. Shreya tried to diffuse the situation by asking Himaja to apologise. Though Himaja apologised, she defended her statement. This infuriated the client further, who categorically told that the statement of Himaja was against his organisation’s core values. He specifically told Shreya that unless concrete steps were taken against Himaja, he would not get into any business with the firm.

Which of the following is the MOST appropriate action that Shreya should take in the interest of all parties?

- A** Should move Himaja to a non-client facing role in the current project, and explore client facing roles in other projects.
- B** Should assure the client that Himaja will be transferred, but send Himaja for a two-week vacation to rejuvenate instead.
- C** Should castigate Himaja using strong words in front of the client, and later in the evening, share how much Shreya loved Himaja’s comment.



- D Should advise Himaja to look for a role outside the consulting industry since her competencies are not appreciated by clients.
- E Should defend Himaja, knowing fully that most probably Shreya will lose the client.

**Instructions [98 - 100 ]**

Read the following scenario and answer the three questions that follow.

Amish is the marketing head of an e-commerce firm named FillInCart (FICT). Recently, FICT signed a contract with a top celebrity to endorse their firm. A few months later, the celebrity was signed as the ambassador to promote tourism in a small country, Wadiya, ruled by a dictator. The dictator, in his zeal to bring peace to the region, brutally suppressed an armed uprising in Wadiya. He is currently facing sanctions, imposed by a few countries. When the news of the celebrity's association with Wadiya becomes public, calls for boycott of FICT start trending on social media.

**98.** Amish is concerned with the trending boycott calls and its probable impact on FICT's brand image.

Given the social media backlash, which of the following courses of action will help Amish BEST defend FICT's continued association with the celebrity?

- A Publicise on social media that FICT has nothing to do with the celebrity's association with other brands.
- B Declare on social media that FICT chose the celebrity for his philanthropic works.
- C Withdraw all advertisements, involving the celebrity, from all the media platforms till the social media moves to another issue.
- D Ignore social media backlash, assuming that in a few days a new issue will start trending.
- E Publicise on social media that the celebrity's endorsement of Wadiya Tourism will help improve the livelihoods of Wadiya's poor.

**99.** FICT's closest competitor, ShopAtUs (SAU), wants to grab this opportunity. They have come up with a slogan, "Never at the cost of human rights!" which has started trending in the social media. Amish is unsure if he should respond to the social media campaign of the competitor.

Which of the following options, if true, will BEST assure Amish that SAU's slogan is not affecting FICT's business negatively?

- A FICT's average monthly sales volume has increased by 5% since the SAU slogan launch, driven by the sales to repeat customers.
- B FICT's average monthly sales revenue has decreased by 3% overall when compared with the same month previous year.
- C Number of visitors to FICT's home page has increased by 15% since the SAU slogan launch.
- D More people are looking for Cash on Delivery for the high-end products since the SAU slogan launch, which is against company's policies.
- E FICT's average monthly sales revenue has increased by 1% overall since last month.

**100.** TRACT, a major travel and hospitality conglomerate, operates globally with a significant presence in Wadiya. Ever since the celebrity has signed the contract with Wadiya Tourism, the number of international tourists in Wadiya has increased manyfold. Companies like TRACT have a great hope towards the future

of tourism in Wadiya. Consequently, TRACT is looking forward to increase its investments in Wadiya. However, TRACT is concerned about the social media backlash against the celebrity. TRACT fears that the celebrity may terminate his contract with Wadiya Tourism.

Which of the following data, available in the public domain, will BEST assure TRACT that the celebrity will continue his association with the tourism sector of Wadiya?

- A** A week back, the celebrity released videos of the interiors of Wadiya where the poor need help.
- B** Last fortnight, the celebrity declared in the social media that upliftment of the poor is his biggest goal in the coming decade.
- C** Recently, the celebrity pledged 5% of his annual income towards global poverty alleviation.
- D** A week back, the celebrity signed on as the goodwill ambassador of the kingdom of Dubiya, where, recently, the king ferociously crushed insurgency.
- E** Last week, the celebrity announced that any backlash against him is a support for terrorism.

## Answers

80.E	81.B	82.C	83.A	84.B	85.A	86.A	87.E
88.D	89.E	90.E	91.B	92.C	93.E	94.E	95.A
96.A	97.A	98.E	99.A	100.D			

## Explanations

### 80. E

Amidst an important meeting, Sridevi, of all the employees, chose Ashraf for help with a client; Ashraf has a very strong reason to be hopeful for his upcoming promotion.

Thus, option E is the correct option.

### 81. B

The starting tone of the reasons should be apologetic. Thus, Ashraf should start with reason 1.

After establishing his mistake, 'a greater good' reason will definitely help his case. Thus, reason 2 should follow 1.

Now, since there was a fault from the company's end also, he should make a case for the same. Thus, the best combination of the justification will be 1, 2, 3.

Citing shortcomings of the company in a similar previous scenario will not help his case. Also, not taking any lessons from past similar precedents will weaken his case.

Thus, the correct answer is B.

### 82. C

Lacking communication skills is a serious deterrent to advancement in one's career. Thus, observation 1 will be a substantial argument against Ashraf's promotion. The same is true for perception skills. So, option 2 will be a good follow-up. The latter observation can be further exacerbated by Ashraf's role in the email filter team, as it will build a case against his competence. Thus, observations 1, 2, 3 will put forth a very serious case against Ashraf's advancement aspirations.

Observations 4 and 5 put forth a case in Ashraf's favour as it shows his proactiveness and aspirations. Thus, 4 and 5 can be discarded.

Thus, the correct option will be C.

**83. A**

Option A: This is a very appropriate reason to file a case against PK as it shows the affirmation of their image and their intolerant attitude towards such behaviours.

Option B: This helpless attitude will not trade well with the stakeholders.

Option C: Filing a lawsuit against PK won't help their case with their dropping sales.

Option D: This action has the potential to further exacerbate their public image regarding the incident.

Option E: This option will also be discarded for a similar reason as option 4.

Thus, the correct option is A.

**84. B**

The only possible reason that will trade well with the public on social media will be PK's instinctive reaction to the wrong-doings of the villagers.

Since only option B reflects the same,

The correct answer is B.

**85. A**

Options B, C, and E will publicize unethical behaviour in public and hence will not help much with his case.

Option D will have a counterintuitive effect on his image.

Option A will be the most appropriate way to publicize him as it will not only revive the memory of the incident but also will give a boost to his Robinhood image.

Thus, the correct option is A.

**86. A**

The best course of action for Damdu would be option A that is to set up a shop in Churna which will barter all the material requirements of the village. In this way the women of Churna would not sell their products in the Tendua market instead they sell them to Damdu as it would avoid transportation cost if they get all the materials for their requirement.

**87. E**

In the passage it is given that the Churna women conveyed the virtue of their products through dance and song. So this means that the dance and song of the Churna women provided authenticity to the traders. So we can eliminate option B and D. Now even if Damdu could not dance and sing but could convey the authenticity for the Churna products he was selling then he would have found traders for Churna products in Tendua. So this eliminates option A and C. The best possible answer here is option E.

**88. D**

The most important reason for terminating the contract of Damdu would be the people of Churna feel that their produce might lose association with Churna and develop association with Damdu. The next important reason would be that people will not be able to understand and see how the new markets develop, that is they would be confined to Churna only. The remaining three statements state the things Churna people will lose of which the most important would be their bargaining skills followed by their identity and then the social interaction with the outer world. So the correct order is 1, 2, 5, 3, 4.

**89. E**

If Rinku had closed the door not left the door ajar after serving the tea then the accident would not have happened. Therefore the most obvious reason for the accident is Rinku leaving the door ajar.

**90. E**

Rohini should definitely take the session the next day and not leave it so options B and C are eliminated. Deferring the session is not viable as the fifth term is notorious and has non-negotiable teaching slots so she find have too much difficulty in another slot and also the students might have trouble regarding it, so eliminate option A. Requesting a colleague for taking the last session might not be good for the students as they may not relate to the new teacher, so eliminate option D. Option E is best option as Rohini herself must take the class even if there is a bit of problem.

**91. B**

Dhanraj may be a friend of Swarna and still scam Rohini so option A is eliminated. Option D is irrelevant so eliminate it. If Rohini's sixth term starts in a month then she can wait for the replacement of her crashed monitor, so option E is eliminated. Now among option B and C, option B provides a more reliable reason for Rohini to accept the offer because if she is a long term customer of the Maple Store which runs the service centre then she can trust Dhanraj and also the store would not want to lose a long term customer so suggestion provided by them can be regarded as genuine.

**92. C**

Option A can be eliminated as Saradeep recently had an anxiety attack so even if Sandeep shared all happenings of the day with Saradeep he might not do so due to health concerns. Kesar being paranoid about family is no reason for Sandeep to not tell Saradeep about his offer so option B is eliminated. Option D is eliminated because walking four kilometres does not indicate if Saradeep has anxiety issues or not. Saradeep might regard Law as respectable profession but may still want Sandeep to go for business studies so option E is also eliminated. If Option C is true then Sandeep must tell Saradeep otherwise there is change that Saradeep might stop talking to Sandeep again and that will be not good for both of them also there might again be anxiety problem with Saradeep.

**93. E**

Taapsi will not be a suitable choice as she is already heading another plant and also the travelling will take too much time. Dhanush has been with the organisation for three years only so Saradeep will not be comfortable in making him the plant head. Sandeep will join law school in 10 months so he is also not a good choice as after that he would have to leave the plant. Suhasini is Kesar's wife so Saradeep will definitely trust her but since she has been a homemaker for fifteen years so she is not a good choice to head the plant. Surendra is the best choice as has been the deputy head of their largest plant so he will know the workings of the plant thoroughly and besides that he has been with the organisation for 30 years which means that Saradeep will definitely trust him.

**94. E**

The question says Taapsi might prevent sandeep from taking higher studies and it is possible she might also feel jealous of sandeep so any option where a bond between Sandeep and Taapsi is reflected should be selected and option E is the best among all. It also states that Taapsi went against Saradeep's wish to gift Sandeep a bike which means that if Taapsi really wanted to go for fashion designing she would have gone for it even if that was against her father's wish.

**95. A**

If the clients do not appreciate strategic discussions with fresh recruits then Himaja cannot be in a client facing role and moreover she wont think that Nirmal has under estimated her or treated her badly.

**96. A**

Since Himaja is a fresh recruit so she is in a learning phase and even though she has made a few mistakes but still Nirmal should not be rude or harsh to her. So option B, C and D can be eliminated. Now between option A and E, option A is a better choice as Nirmal should is just warning her so that she be careful in the future meeting while Option E says that Nirmal is blaming Himaja for the situation she has put him in.

**97. A**

Shreya should not lie to the client so option B can be eliminated. Option E can be eliminated as their organisation will lose the client. Option D can be eliminated as that would be unfair to Himaja. Option D can be eliminated as insulting Himaja in front of the client will be demoralising for Himaja. therefore the best course of action would be option A.

**98. E**

Amish wants to reduce the backlash on social media and defend the company's continued association with the celebrity.

Option A will not help reduce the backlash as it would appear as a tactic to avoid blame and also help defend the continued association with the celebrity.

Option B tells about their reason for choosing the celebrity and not about the current situation the celebrity is in. Thus, it will not help improve the situation.

Options C and D go against the desired outcome as Amish wants to reduce the backlash and defend the celebrity's association with the company.

Option E is the best choice as it puts the celebrity's decision to work for Wadiya and also justifies the company's continued association with the celebrity

Hence, the answer is option E.

**99. A**

We have to choose an option which will assure Amish that SAU's campaign is not affecting FICT's business. It is possible if an option shows that FICT's customers are not leaving them for SAU.

Options B and C will have the opposite effect than desired and can be dismissed.

Option D is irrelevant to the topic of discussion.

Option E states that FICT's sales has increased but does not talk anything about SAU's sales or their customers, which is what we are trying to find.

Option A states that SAU's sales have increased but that they are driven by repeat customers and not new customers. This means that SAU was not able to acquire new customers from FICT. Thus, this will assure Amish.

Hence, the answer is option A.

**100. D**

TRACT's main concern is that the celebrity might terminate his contract with Wadiya because of the social media backlash. So, the option which will show TRACT that the celebrity is not affected by the backlash will put them at ease.

Options A, B and C do not help TRACT as it does not mention that the help to the poor is being done in Wadiya. The celebrity could do that in any country.

Option E might increase the backlash against the celebrity and which might change his mind about the contract.

Option D states that the celebrity has signed another contract with a state which has a similar leader as Wadiya. This shows that the celebrity has no problems with being associated with countries like Wadiya and is not concerned about the backlash. This also shows that the celebrity will most likely stay associated with Wadiya which is the result that TRACT wants.

Hence, the answer is option D.