



Q.P. Code : 760200

(3 Hours)

[Total Marks :100

NB. : (1) All questions are compulsory

1. (a) Explain the following terms in 2-3 sentences (**any five**) 10
- (1) Body language
 - (2) Grapevine
 - (3) Marginal listening
 - (4) E-mail Etiquette
 - (5) Silence as a means of communication
 - (6) Dress and grooming
 - (7) Whats App
 - (8) Encoding
- (b) Match the following : 5
- | | |
|------------------------|------------------------|
| (1) E-Commerce | (a) Communication tool |
| (2) Social Media | (b) Immediate feedback |
| (3) Physical barriers | (c) Technical language |
| (4) Oral communication | (d) Trading |
| (5) Jargon | (e) Time and distance |
- (c) Fill in the blanks choosing the best alternative from the ones given below: 5
- (1) ----- is the response given by the receiver to the sender's message.

(a) Encoding	(b) Decoding
(c) Feedback	(d) Medium
 - (2) ----- gives legal validity to a letter.

(a) Subject line	(b) Signature
(c) Confidential notation	(d) Enclosure block
 - (3) ----- is a form of non-verbal communication.

(a) Letter	(b) Circular
(c) Report	(d) Facial expressions

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(4) Notices and circulars are examples of ----- communication.

- (a) Upward (b) Downward
(c) Grapevine (d) Horizontal

(5) Moodle is a tool for -----

- (a) Twitter (b) E-learning
(c) Whats App (d) Facebook

2. Write short notes on : (any four)

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- (a) Advantages and disadvantages of written communication.
(b) Need and importance of Business communication.
(c) Diagonal communication
(d) Blogs as a means of communication.
(e) Relevance of feedback in communication process
(f) Role of Internet in business communication.

3. Answer the following : (any two)

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- (a) Differentiate between hearing and listening. How does one cultivate effective listening skills?
(b) What is corporate social responsibility? How is it relevant in the business world today?
(c) Explain in detail any five psychological barriers to communication. What are the various means to overcome them.

4. Draft an application letter in response to the following advertisement:-

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"Wanted experienced computer programmers for a company based in Mumbai. The applicant should be a graduate with adequate knowledge in computer programming. Apply, with Bio-Data, to Box No. 56, The Times of India, Mumbai-400001".

5. Draft the following letters : (any four)

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- (a) You are applying for the Master's programme in business management at National University of Singapore. Draft the statement of purpose.

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- (b) Draft a recommendation letter for your marketing assistant who has given your name as referee in his application for the post of marketing manager in another company.
- (c) Rakesh Verma has been offered the post of Accounts manager in Western India Electronics Ltd. Draft a letter of acceptance on his behalf.
- (d) Rahul. P has changed his residence from Mumbai to Pune. He has secured a post of sales executive at Tata chemicals Ltd. Draft his letter of resignation from the post of sales executive at Hindustan Chemicals Ltd.
- (e) Mr Hitarth of your marketing department has worked hard and proved his skills in marketing by contributing for the increase in the profit of your company. Write the letter of appreciation to him.

6. (a) Write a paragraph in about **150** words :- **(any one)**

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- (i) Say no to plastic
- (ii) College life

(b) Read the following situation carefully and answer the questions given below:

The General manager of a reputed firm, Mr Vikas, found that his instructions were not carried out properly by the employees. He thought that the employees were not Qualified enough to follow his instructions. So, he tried hiring highly Qualified employees. But, the problems occurred again. Soon, Vikas realized that the employees were unable to understand his distinctly American accent. Vikas, took care to speak slowly using short sentences and simple language, besides repeating a couple of times.

(1) Identify the barrier. What were the problems faced by the General manager due to the barrier?

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(2) What are the steps taken by Vikas to overcome the barrier?

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