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**MASTER OF VOCATION**  
**Management HRM**  
**Subject: Business Communication**  
**Subject Code: MSR803**  
**Semester: First**  
**January 2021**  
**Theory (External): 70 Marks**  
**Time: 03 Hours**

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**Instructions to the Students**

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

<b>Roll Number</b>											

**SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)**  
**(10x2=20 Marks)**

- A Briefly describe the Types of Communication.
- B Write about the deterrents to listening process
- C Write about the causes of Ineffective Presentation.
- D Mention about the required body language during presentation.
- E Enumerate the differences between Verbal and Non-verbal communication.
- F Write about the importance of eye movement in non-verbal communication.
- G Mention various styles of letter arrangement
- H Mention about the various points to be written in a resume
- I Mention the five phases of a telephone call.
- J Write the essential elements of group discussion.

**SECTION -B (ESSAY TYPE QUESTIONS)**  
**(5x10=50 Marks)**

- Q1 Define communication. Explain various barriers of communication.
- Q2 Describe types of body languages and tips to improve them
- Q3 Describe the steps needed to make an effective presentation.
- Q4 Prepare a resume for the post of Team Leader/Manager in an IT industry
- Q5 Assuming yourself as Amit Sharma, class representative in B.Tech. Course at Delhi Engineering College; draft a letter representing the voice of all students requesting the principal to postpone the Internal Assessment exams.
- Q6 Describe the various types of Body Motions utilized in non-verbal communication.
- Q7 Describe in detail the do's and don'ts of telephone etiquettes.
- Q8 Explain various types of interviews with tips for cracking them.

**\*\*\*\*\*END OF PAPER\*\*\*\*\***