

MASTER OF VOCATION
Management HRM
Subject: Business Communication
Subject Code: MSR-803
Semester: First
December 2019
Theory (External): 70 Marks
Time: 03 hours

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

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

- A Name different barriers to communication.
- B Write types of listening.
- C Define Assertiveness with examples.
- D Discuss various elements of non-verbal communication.
- E Write the various types of report.
- F Draw the format of email.
- G Mention various styles of letter arrangement
- H Name different types of social media.
- I Explain the difference between agenda and minutes.
- J Write the essential elements of group discussion.

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

- Q1 Define communication. Explain different types of communication.
- Q2 Describe process of listening and deterrents to listening process.
- Q3 Describe indicators and strategies of assertive behaviour.
- Q4 Discuss ‘ Manners make a man’.
- Q5 Assuming yourself Anuj Jain, student cultural coordinator, IIT, Kanpur, draft a notice to inform students about forthcoming dance competition and invite participation.
- Q6 Prepare a resume for the post of Soft Skill Trainer in Avita Group ltd.
- 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*****

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