191268

MASTER OF VOCATION

Management HRM

Subject: Business Communication

Subject Code: MSR-803

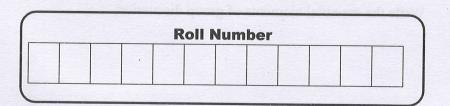
Semester: First December 2019

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



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

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

Write the essential elements of group discussion.

J

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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