

Roll No. ....

**12008**

**MBA 2 Year 1st Semester (CBCS)  
Examination – December, 2018**

**BUSINESS COMMUNICATIONS SKILLS**

**(Discipline Specific Elective Course)**

**Paper : 16IMG21D2**

*Time : Three Hours ]*

*[ Maximum Marks : 80*

*Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.*

**Note :** Section – A (Question No. 1) is *compulsory*. Attempt *one* question from each Unit in Section – B. All questions carry equal marks.

**SECTION – A**

1. Describe the following :

- (a) Paths of communication
- (b) Haptics
- (c) Organizational barriers to communication
- (d) Hearing & Listening
- (e) Don't's of group discussion

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- (f) Business etiquette
- (g) Notices
- (h) Facsimiles

**SECTION – B**  
**UNIT – I**

2. Discuss the purpose, myths and realities of communication.
3. Describe the process and types of listening.

**UNIT – II**

4. What are the essentials for communication in an interview ? Explain giving suitable examples.
5. Explain the format of presentation. Also write about assertiveness. <http://www.HaryanaPapers.com>

**UNIT – III**

6. Write short notes on the following :
  - (a) Gazes
  - (b) Style of walking
7. Why is managing customer care important for organizations especially in today's business environment ?

**UNIT – IV**

8. Discuss the essentials of resume writing. How can a good resume get success for an individual ?
9. With the help of an example explain the style of letter arrangement.

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