

Total No. of Questions : 13 Total No. of Printed Pages : 3

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DF-261

M.B.A. (FT) Ist Semester Examination, 2013-14

Communication Skill

Paper - CP-105

Time : 3 Hours]

[Maximum Marks : 80

Note :- Attempt all questions.

SECTION - 'A'

8×4=32

Short Answer Type Questions

Note :- Attempt any four questions. Each question carries equal marks.

1. "Communication is a two way process." Explain with the help of communication process.
2. What are the different parts of a business letter ?

3. What do you mean by listening ? How can you make your listening effective ?
4. Write down the features of grapevine communication.
5. What is kinesics ? What are its different elements ?
6. Discuss the importance of dressing and grooming.
7. What is the difference between verbal & non verbal communication ?
8. Write short notes on :-
 - (a) Business Memorandum.
 - (b) Importance of social media sites in business.

SECTION - 'B'**3×16=48****Long Answer Type Questions**

Note :- Attempt any **three** questions. Each question carries **16** marks.

9. Explain the different types of communication.
10. Prepare a covering letter and resume for the following advertisement appeared in times of India on 21st November 2013.

- RBS a leading bank of India requires MBA with six months experience for the post of "Senior Executive-Sales". Interested candidates may apply to H-R. Manager 6 Hiranandani Complex, Worli Mumbai - 12.
11. What type of preparation is required before appearing for a job interview ? RGPVONLINE.COM
 12. What do you understand by paralanguage ? Why is it important ?
 13. What is report ? Write down the principles of drafting report.

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