

Roll No.

Total No. of Questions : 13]

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DV-413

M.B.A./M.B.A. (Gen.Mgt./Mkt. Mgt./Hum. Res.

Mgt./Fin. Mgt./Mkt. & Sales Mgt./Fin./Mkt.)

(F.T.) Ist Semester (Reg./Ex./Old-Ex.)

Examination, (Session 2021-22)

FEB.-2022

Communication Skills

Paper - CP-104

Time : 3 Hours]

[Maximum Marks : 80

Note :- All questions are compulsory.

SECTION - 'A'

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Short Answer Type Questions

4×8=32

Note :- Attempt any four questions. Each question carries 8 marks.

1. "Feedback is an important element of communication". Do you agree with the statement. Explain different elements of communication process.
2. Explain the meaning and nature of communication.
3. What are the do's and don'ts of business letter. Write different heads used in Business letter.
4. What is Grapevine communication. What are it's features ?
5. Write a note on effective listening. Why is it important ?
6. What are the features of Groups discussions.
7. What is the importance of Business Etiquetics ? Explain in light of Dressing and grooming.
8. What are the things to be considered while making a Business presentation.

SECTION - 'B'

Long Answer Type Questions

3×16=48

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

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9. What are the different elements of communication process.
Explain each element in detail.
10. Write short notes on :-
- (a) Resume writing
 - (b) Business Memos
11. What are the strategies to develop effective communication skills.
12. Explain in detail :-
- (a) Kinesics
 - (b) Proxemics
 - (c) Paralanguage
13. Write a letter to the mayor of your city telling him about the traffic condition of your colony. Also mention your suggestions to improve the over all traffic condition of the city.
