

Total No. of Questions : 13

Total No. of Printed Pages : 2

G-4**M.B.A. I Sem. (FT) Examination 2016****COMMUNICATION SKILLS**

Paper : CP-104

Time Allowed : Three Hours

Maximum Marks : 80

Section - A

4x8=32

Note : Short answer type questions. Attempt any four questions.

- Q.1. Discuss various patterns in which content of a presentation can be organised.
- Q.2. Explain the need for using technology in business. Justify your answer with an example.
- Q.3. Explain different types of communication with examples.
- Q.4. Define a resume. What role does it play in setting a candidate for job?
- Q.5. What are the objectives of interviews? Explain exit interview in brief.
- Q.6. What are the advantages and disadvantages of grapevine communication?

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- Q.7. Explain the various steps involved in a group discussion.
- Q.8. Define non-verbal communication. Discuss atleast four forms of non-verbal communication.

Section - B

3x16=48

Note : Long answer type questions. Attempt any three questions.

- Q.9. What do you understand by business etiquettes. Discuss the significance of (a) dressing (b) table manners (c) handshake in corporates with suitable example.
- Q.10. A French investment company is seeking an analyst who can assist the assessment in developing market for them. Applicant should have a PG degree from a reputed college. Strong analytical capabilities and excellent computer skills. Will give an edge over other applicants. Prepare and E-mail your resume and cover letter to ebif@mark.in.
- Q.11. Your company is considering a proposal to make an in home canteen for office employees. Your office has around 100 employees. Make a report to give an estimate of the area, manpower and money required to set up and run the canteen.
- Q.12. Elaborate the various steps involved in the process of communication. Distinguish between oral and written communication.
- Q.13. Elucidate the essentials of a good business letter. Write a letter to Mayor of your city telling him the condition of Bad Roads in your locality.



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