

Roll No.

MMS/D09
Business Communication
Paper: CP-105

6203

Time: Three Hours]

[Maximum Marks: 70

Note:- Attempt FIVE questions in all. Question no. 1 is compulsory. All questions carry equal marks.

1. Answer the following:
 - (a) Oral communication
 - (b) Encoding Body
 - (c) Language
 - (d) Dress-code for interviews
 - (e) Eye-contact in communication
 - (t) Voice modulation
 - (g) Distinguish between listening and hearing.
2. "Communication is an inter-disciplinary subject". Argue against or in favour with evidence.
3. Explain the process of communication through a diagram depicting the essential components of the process.
4. Do you feel that non-verbal behaviour is ambiguous? Explain your answer with a few examples.
5. Barriers are either sender-oriented or receiver-oriented. Do you agree? How to overcome the barriers?
6. Assuming to be a Bank Manager, write a letter to Credit Manager enclosing a demand draft for Rs. 25,000 and explaining the reasons for the delay in payment.
7. Listening is an art and like any other art, it has to be cultivated consciously. Discuss.
8. Explain the process of conducting an effective meeting.

