

Faculty of Business Management
BBA I-Year, CBCS-II Semester Backlog Examinations, Dec/Jan 2019-20
PAPER: Business Communication and Soft Skills

Time: 3 hours

Max Marks: 60

Section-A

I. Answer any FIVE of the following questions. (5x4=20 Marks)

1. Objectives of Communication.
2. Barriers of Listening
3. Minutes
4. Importance of Bio-Data
5. Role of Prepositions
6. Barriers of Communication
7. Duties of Members in a Meeting
8. Role of Body Language

Section-B

II. Answer the following questions. (5x8=40 Marks)

9. (a) Describe the role of Written Communication in Business?

(OR)

(b) Discuss the various types of Oral Communication with examples?

10.(a) What is Verbal Communication? Discuss the merits of Verbal Communication?

(OR)

(b) Discuss the guidelines for Effective Listening?

11. (a) Explain the Importance of Conducting Meetings?

(OR)

(b) Explain the difference between Agenda and Resolutions?

12. (a) What is Testimonial? Discuss the importance of Testimonials?

(OR)

(b) Write are the necessary requirements for Job Interviews?

13. (a) Describe the requirements for effective Essay Writing?

(OR)

(b) Discuss the significance of tenses in Communication?
