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Total No. of Pages: 02
Total No. of Questions: 07

BCA (Sem.-2nd)
COMMUNICATION-II
Subject Code: BSBC-201
Paper ID: [B1113]

Time: 3 Hrs.**Max. Marks: 60****INSTRUCTIONS TO CANDIDATE:**

- 1) *Section-A is Compulsory.*
- 2) *Attempt any Four questions from Section-B.*

SECTION-A**(10x2=20)**

Q1.

- a) What is difference between hearing and listening?
- b) What is body language?
- c) What is grapevine?
- d) What are the disadvantages of group discussion?
- e) What is a formal letter?
- f) What is business communication?
- g) What are the advantages of feedback in communication?
- h) Give a few advantages of effective writing.
- i) Mention any two aspects that needs to be taken care of while writing a business letter.
- j) What is PPT?

SECTION-B**(4x10=40)**

- Q2. Write down the text of a group discussion among four friends about the great performance of Indian sportspersons in the recently concluded commonwealth games and whether sports should be given precedence over academics.
- Q3. Explain the various barriers to listening and remedies to improve listening barriers.

Q4. Write a letter of application together with your Curriculum Vitae (CV) for a job in response to the following advertisement.

Position: Lab assistant.

Job description: Attending telephone calls, answering enquiries of guest
Requirement: Graduate in Humanities, good communication skill, fluency in English, Hindi.

Q5. What is the importance of non-verbal communication as: A student, A worker, and as a leader.

Q6. (a) Explain the do's and don'ts while appearing for an interview
(b) Explain the need of good presentation skills in professional life.

Q7. Write the types, Medias, process and objectives of effective business communication.

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