

Roll No \_\_\_\_\_

Total No of pg: 1

**Examination May-2014**  
**COMMUNICATION SKILLS**  
**BSc. (IT)**  
**Subject Code : (BS-101)**  
**Paper ID: B0401**

Time : 03 Hrs.

Max. Marks:60

*Note : Section A is compulsory, Attempt any four questions from Section B.*

**SECTION - A**

1.
  - a) Business Report
  - b) Importance of Non Verbal Communication
  - c) Group discussion
  - d) Employment Interview
  - e) Tender
  - f) Physical Barrier
  - g) Functions of a Letter.
  - h) Resume
  - i) Highlight global aspects of Business Communication
  - j) Meeting

**2x10=20 Marks**

**SECTION - B**

2. What is communication? Discuss in detail the communication process.
3. What are the various types of barriers of communication?
4. Write note on the following :
  - a) Electronic Communication Systems
  - b) Qualities of a Sales Letter.
5. What is a business report? Discuss the steps involved in writing a business report.
6. What is meant by Interview? How should interviewer plan and conduct an Interview?
7. What are the various purposes for which group discussion is held. Describe briefly the points one should bear in mind for effective participation in a group discussion.

**10x4=40 Marks**