

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 07

B.Sc.(IT) (Sem.-1)
COMMUNICATION SKILLS
Subject Code : BS-101
Paper ID : [B0401]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. SECTION-B contains **SIX** questions carrying **TEN** marks each and a student has to attempt any **FOUR** questions.

SECTION-A**Q1. Give brief answers to the following questions [2-5 Lines] :**

- a) Explain the importance of Legal Aspects in communication.
 - b) What is your understanding of Digital Duplicators?
 - c) What do you mean by 'the structure of a letter'?
 - d) How do you distinguish between Quotations and Tenders?
 - e) Differentiate between Note-taking and Note-making.
 - f) What do you mean by Voice Modulation?
 - g) What is Audience awareness?
 - h) *A credit letter performs an important function in the business world. Explain.*
 - i) What do you mean by Noting on the Files?
 - j) What do you mean by Exit Interviews?
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SECTION-B

- Q2. Write a note on the barriers to effective communication. How can we overcome these barriers?
- Q3. Draft a report on the need to introduce some incentive schemes to check the decline in the sale of the goods of your company.
- Q4. Explain the points to be kept in mind while drafting a sales letter.
- Q5. What are the various storage devices used to store information?
- Q6. Write a note on the importance of acquiring Oral Presentation Skills.
- Q7. Group discussions are widely used in many organizations for decision making and problem solving. Explain.

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