

Roll No.

91815

BTTM (w.e.f. 2015-16)

2nd Semester

Examination-May, 2016

Business Communication

Paper-15 BTTM-206

Time : 3 hours

Max. Marks : 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard will be entertained after the examination.

Note : Attempt any **six** questions. Question No. **1** is compulsory.

1. (a) What do you mean by communication?

[10×2=20]

(b) How does feedback affect the communication ?

- (c) Define Horizontal Communication.
- (d) What are gestures ?
- (e) Give two advantages of Formal communication.
- (f) Define presentation skills.
- (g) State the utility of written communication.
- (h) What do you mean by RTI Act ?
- (i) What do you mean by Grooming ?
- (j) How does physical barrier during communication arise ?

2. "Communication is the life blood of Business". Explain. [12]

3. What do you mean by business communication ? Explain various channels of Communication. [12]

4. Briefly explain the techniques of writing a report. [12]

5. What is the main purpose of a business letter? What points should the writer of a business letter keep in mind so that his/her purpose may be served best? [12]

6. Write short notes on the following:

(a) Extempore [6]

(b) Paragraph writing [6]

7. Define speech? What are the characteristics of speech? [12]

8. Describe the appeal and penalties under RTI Act. [12]