

Seat No.	
-------------	--

BBA (Part - I) (Semester - II) Examination, Nov. - 2013**BUSINESS COMMUNICATION****(Paper - II)****Sub. Code: 22932****Day and Date : Thursday, 21-11-2013****Total Marks : 50****Time : 3.00 p.m. to 5.00 p.m.**

- Instructions :** 1) All the questions are compulsory.
2) Figures to the right indicate full marks.

Q1) What is oral communication? Explain nature and characteristics of oral communication. **[15]**

OR

What do you mean by group discussions? Discuss the process and guidelines of group discussions.

Q2) Write short answer (any two) : **[2 × 10 = 20]**

- Explain the formal channels of communication used in organisation.
- Explain the types of interviews.
- What is E-mail and explain the advantages of E-mail.
- Write a note on seminars and conferences.

Q3) Write short note (any three) **[3 × 5 = 15]**

- Types of resolutions.
- Grapevine
- Work-shops
- Internet.
- Minutes of the meeting.

