

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

**M.B.A. (Part - I) ( Semester –I) Examination, 2012**  
**COMMUNICATION SKILLS( Paper – VI)**  
**Sub. Code: 48325**

Day and Date: Monday, 7-1-2012

Total Marks : 70

Time: 10.30a.m. to 1.30 p.m.

**Instructions :** 1) *Question No.1 and 5 are compulsory.*  
2) *Attempt **any two** questions out of Question No.2,3, 4.*  
3) *Figures to the **right** indicate **full** marks.*

1. You are the Secretary of a company. The company has invited a high level dignitary for the opening ceremony of the factory. You are in-charge of the arrangements. Make a list of all communication points that will arise in organising the function.  
Draft a detailed programme. 20
  2. A) “Communication is a two way process.” Explain . 8  
B) Describe the factors responsible for mis communication in business organizations. 7
  3. A) Bharat Electricals received electric goods from Messrs Lalchand and Sons, Mumbai, in damaged condition. Write a complaint letter to the supplier 8  
B) Write in brief about letter of appointment and letter of confirmation 7
  4. A) Write in brief different types of reports. 8  
B) Briefly discuss the significance of active listening in business communication. 7
  5. Write short notes on **any four** of the following . 20
    - a) Components of formal reports
    - b) Letter of collection
    - c) Facial expressions
    - d) Group discussion
    - e) E-mail
    - f) Notice and agenda.
-

