

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

**M.B.A. (Credit System) (New) (Part - I) (Semester -I) (Revised) (CBCS)  
Examination, Dec. - 2013  
BUSINESS COMMUNICATION (Paper - VI)  
Sub. Code :57109**

**Day and Date : Tuesday, 31 - 12 - 2013  
Time : 10.00 a.m. to 1.00 p.m.**

**Total Marks : 80**

- Instructions :**
- 1) **Q. 1 and 5 are compulsory.**
  - 2) **Attempt Any Two from the Remaining Questions.**
  - 3) **Figures to the Right indicate Full Marks.**

**Q1)** Mr. Ajit Joshi, HR manager of a Foot Wear Company could not avoid industrial disputes with the workers and their trade unions .

- a) Identify various problems in Mr. Joshi's communicative interactions and attitudes. [10]
- b) Give suggestions to Mr. Joshi regarding strategies of effective communication in labour relations. [10]

**Q2)** a) What is 'business communication'? [10]

- b) Explain the significance communication in business. [10]

**Q3)** a) Write an enquiry letter to Manoj Electricals asking for an estimate for electrical fittings in your newly built house. [10]

- b) Write a reply to the above enquiry. [10]

**Q4)** a) How should an interviewee prepare himself for the interview? [10]

- b) What are the characteristics of ethical communication? [10]

**Q5) Write short notes on any FOUR of the following:-**

- a) Facial Expressions.
- b) Committee Meetings.
- c) SMS and FAX.
- d) Group Communication.
- e) Minutes Writing.
- f) Upward Communication.

