

Seat No.	
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M.B.A. (Part-I) (Semester-I)(New Course) Examination, 2013
COMMUNICATION SKILLS (Paper-VI)
Sub. Code : 48325

Day and Date : Tuesday 04 - 06 - 2013
Time :10.00 a.m. to 1.00 p.m.

Total Marks : 70

- Instructions :**
- 1) Q.No. 1 and 5 are compulsory.
 - 2) Attempt any two questions from Q.No. 2 to 4.
 - 3) Figures to the right indicate full marks.

Q1) Case study: [20]

A steel foundry runs three shifts. Outline the communication problems involved because of three different sets of workers attending the three shifts.

Q2) a) Explain in detail the process of communication. [8]

b) What are the barriers of communication? [7]

Q3) a) Explain why a complaint letter is considered as a blessing in disguise. [8]

b) Draft an application for the post of secretary of a large public limited company. [7]

Q4) a) Outline the importance of reports in commerce and industry. What are the essentials of a good report? [8]

b) State the importance of body language in communication. [7]

Q5) Write short notes on any four of the following: [20]

a) Minutes of a meeting.

b) Fax.

c) Group discussion.

d) Significance of active listening.

e) Interview for job.

f) Letter of confirmation.