



Regu-N – 336

Seat No.	
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M.B.A. (Part – I) (Semester – I) (New Course) Examination, 2012
COMMUNICATION SKILLS (Paper – VI)
Sub. Code : 48325

Day and Date : Wednesday, 16-5-2012

Total Marks : 70

Time : 10.00 a.m. to 1.00 p.m.

Instructions : 1) Question No. 1 and 5 are **compulsory**.

2) Attempt **any two** questions out of question No. 2, 3 and 4.

3) Figures to the **right** indicate **full marks**.

1. As the head of an office or an organisation, you have to refuse many requests. Make a list of ten such requests. Outline how you will communicate your refusal without creating any ill-feeling against the organisation or yourself. **20**
2. A) What is communication ? Explain in detail various parts of communication process. **8**
B) Write an enquiry letter for a surface grinder. Also ask for catalogues and literature. **7**
3. A) What are the components of formal report ? Write in brief. **8**
B) Prepare an agenda of the 4th meeting of Sachin Sports Association, Nanded. Imagine the topics of an agenda. **7**
4. A) What are the principles of group discussion ? Write in short. **8**
B) What are the advantages of oral communication ? **7**

P.T.O.



5. Write short notes on **(any four)** :

- a) Teleconferencing.
- b) Non-verbal communication.
- c) Barriers in communication.
- d) Effective listening.
- e) Letter of appointment.
- f) Interview for a job.