

Your Roll No.....

Serial No. of Question Paper : 5911A
Unique Paper Code : 61018242
Name of the Paper : Business Communication
Name of the Course : B.Voc. (Software Development,
Banking and Insurance) (GEC-2.3)
Semester : II
Duration : 3 Hours
Maximum Marks : 75

Instruction for candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt all the Sections and Questions.

SECTION- A

1. Write short notes on any five of the following words in not more than 40-50 words:
(a) Feedback (b) Two way communication
(c) Haptics (d) Extrapersonal Communication
(e) Social Networking (f) Gestures
(g) Psychological Barriers (h) Upward Communication
(5x2=10)
2. Answer any two of the following questions: (2x5=10)
(a) What are the 7 C's of communication?
(b) What are the advantages as well as the disadvantages of Written Communication?
(c) What are the elements of Body Language? Explain.

SECTION- B

3. (a) You are the Head of the Commerce Department of Hansraj College. Write a memo to congratulate a faculty named Sanjana Kapoor of your department for her hard work.
(10 marks)

OR

- (b) Draft an agenda for the meeting to be conducted to discuss about the organisation of your College's Sports Day which is to be held next month. (10 marks)

P.T.O.

4. (a) Your company has launched a new television. Write a letter to the customer who showed interest in your product, describing all the details, features, and prices of the product. (10 marks)

OR

(b) You are the President of Students Council of your college. The students have been facing problems with the services provided by the college library. You meet the Principal who has suggested you to prepare a report in this regard. Draft the report with findings and recommendations. (10 marks)

SECTION-C

5. Write antonyms of the following words: (5 marks)

- (a) Encourage
- (b) Abundance
- (c) Establish
- (d) Backward
- (e) Destroy

6. Write correct spellings of the following words : (5 marks)

- | | |
|-----------------|----------------|
| (a) Insurence | (b) Curriculum |
| (c) Develepment | (d) Hasitate |
| (e) Deficiency | (f) Exema |
| (g) Ingredient | (h) Polute |
| (i) Endeavour | (j) Illiteracy |

7. Make sentences of any five words out of the following words: (5 marks)

- | | |
|----------------|--------------|
| (a) Apprise | (b) Council |
| (c) Technology | (d) Loan |
| (e) Tax | (f) Download |
| (g) Urbane | |

SECTION-D

8. (a) (1) Write Homophones of the following words: (5 marks)

Won, desert, peace, break, die, lesson, weak, stair, write, birth

- (2) Fill in the blanks with correct prepositions: (5 marks)

- (i) Understanding _____ the partners is very essential for a happy married life.
(ii) The members of his family are always quarrelling _____ themselves.
(iii) Our shop has announced a clearance sale _____ Durga puja.
(iv) He was in the hospital _____ the month of January.
(v) Professor Bhatia has written an interesting book _____ Geography.

OR

- (b) Write a letter to the Police Commissioner of Delhi regarding rising thefts in your locality. (10 marks)

9. (a) You have purchased a mobile phone of Samsung Company a week ago. You are facing certain problems in your phone. Write a complaint letter to the sales manager of the company and give details of the problems that you are facing. (10 marks)

OR

- (b) Draft a Curriculum Vitae either of a Software Developer or of a Bank Employee. (10 marks)
