

**FYUG Odd Semester Exam., 2023
(Held in 2024)**

COMMERCE

(1st Semester)

Course No. : COMSEC-101T

(Business Communication)

Full Marks : 50

Pass Marks : 20

Time : 2 hours

*The figures in the margin indicate full marks
for the questions*

SECTION—A

Answer *fifteen* questions, taking any *three* from
each Unit : 1×15=15

UNIT—I

1. What is communication?
2. Point out one need for feedback in the process of communication.

(2)

3. Mention one limitation of oral communication.
4. Give one example of verbal communication.

UNIT—II

5. What is communication barrier?
6. What is meant by noise?
7. What do you mean by semantic barriers?
8. What is linguistic barrier to communication process?

UNIT—III

9. What do you mean by tender?
10. What is quotation?
11. What is meant by agenda?
12. Write one merit of memorandum.

(3)

UNIT—IV

13. Point out one feature of business report.
14. Mention one merit of report writing.
15. Write one element of final draft.
16. Name two types of report.

UNIT—V

17. Point out one merit of PowerPoint presentation.
18. Write one limitation of oral presentation.
19. Name two visual aids used for presentation.
20. Give an example of visual aid.

(4)

SECTION—B

Answer *five* questions, taking *one* from each Unit :

2×5=10

UNIT—I

21. Point out two advantages of non-verbal communication.
22. Write diagrammatically the process of communication.

UNIT—II

23. What are the different barriers to communication?
24. Point out two demerits of physical barrier to communication.

UNIT—III

25. Mention any two points of distinction between 'agenda' and 'minutes'.
26. Why are claims and adjustment letters written?

(5)

UNIT—IV

27. What are the different stages of report writing?
28. Point out two essential features of good report.

UNIT—V

29. Point out two essential elements of a presentation.
30. Mention two usefulnesses of oral and visual presentation.

SECTION—C

Answer *five* questions, taking *one* from each Unit :

5×5=25

UNIT—I

31. Discuss any five elements of communication process.
32. Write any five basic distinctions between verbal communication and non-verbal communication.

(6)

UNIT—II

33. Write a brief note on cultural barriers to communication.
34. Discuss the psychological barriers to communication.

UNIT—III

35. What are the steps to be followed for preparing the 'resume'?
36. Write an application for the appointment in the post of Accountant in Goodricke Tea Co. (Kumbha Tea Estate).

UNIT—IV

37. Write a note on different types of reports.
38. Draft a report on performance appraisal of lower level managerial staffs to a middle level executive officer.

(7)

UNIT—V

39. "Speaking is an art." Discuss.
40. List and elucidate the various qualities which an interviewer looks for while selecting a candidate.
