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Total No. of Printed Pages: [01]

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B.Com (Semester – 1st)
BUSINESS COMMUNICATION-I
Subject Code: BCOMS5-105
Paper ID: [24140505]

Time: 03 Hours

Maximum Marks: 60

Instruction for candidates:

1. Section A is compulsory. It consists of 10 parts of two marks each.
2. Section B consist of 5 questions of 5 marks each. The student has to attempt any 4 questions out of it.
3. Section C consist of 3 questions of 10 marks each. The student has to attempt any 2 questions.

Section – A

(2 marks each)

- Q1. Write short note on the following:
- a) Verbal communication
 - b) Spirited communication style
 - c) Structure of presentation
 - d) Role of sounds in communication
 - e) Communication process
 - f) Techniques of delivery
 - g) E-mail writing skills
 - h) Indirect speech figures
 - i) Dealing with fear
 - j) Role of body language in communication

Section – B

(5 marks each)

- Q2. Discuss various barriers of communication.
- Q3. Explain different perspectives of communication.
- Q4. What interview skills should good interviewers have?
- Q5. What etiquettes should be in business writing?
- Q6. What type of planning is required for good presentation?

Section – C

(10 marks each)

- Q7. What is a communication skill? Why it is important?
- Q8. Explain various elements of communication in detail.
- Q9. What is the basis of group discussion? Explain some restricting components of it.